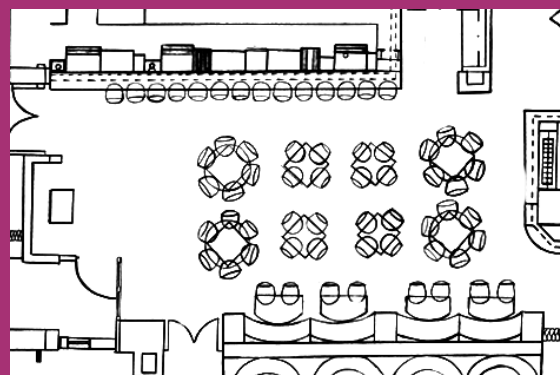




Housekeeping Attendant Manual Cleaning

(Job Role)

Qualification Pack: Ref. Id. THC/Q0203

Sector: Travel, Tourism and Hospitality

Textbook for Class IX

Hello Children!

If you feel uneasy about someone touching you inappropriately, you should not keep quiet. You must

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2. Tell someone whom you trust
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Ek Kadam Swachchhta ki or

Housekeeping Attendant

Manual Cleaning

(Job Role)

Qualification Pack: Ref. Id. THC/Q0203

Sector: Travel, Tourism and Hospitality

Textbook for Class IX

विद्यया ऽ मृतमश्नुते



एन सी ई आर टी
NCERT

राष्ट्रीय शैक्षिक अनुसंधान और प्रशिक्षण परिषद्
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FOREWORD

The National Curriculum Framework–2005 (NCF–2005) recommends bringing work and education into the domain of the curricular, infusing it in all areas of learning while giving it an identity of its own at relevant stages. It explains that work transforms knowledge into experience and generates important personal and social values, such as self-reliance, creativity and cooperation. Through work, one learns to find one's place in society. It is an educational activity with an inherent potential for inclusion. Therefore, an experience of involvement in productive work in an educational setting will make one appreciate the worth of social life, and what is valued and appreciated in the society. Work involves interaction with material or other people (mostly both), thus, creating a deeper comprehension and increased practical knowledge of natural substances and social relationships.

Through work and education, school knowledge can be easily linked to learners' life outside the school. This also makes a departure from the legacy of bookish learning and bridges the gap between school, home, community and workplace. The NCF–2005 also emphasises on Vocational Education and Training (VET) for all those children, who wish to acquire additional skills and/or seek livelihood through vocational education after either discontinuing or completing their school education. VET is expected to provide a 'preferred and dignified' choice rather than a terminal or 'last-resort' option.

As a follow-up of this, NCERT has attempted to infuse work across subject areas and also contributed in the development of the National Skill Qualification Framework (NSQF) for the country, which was notified on 27 December 2013. It is a quality assurance framework that organises all qualifications according to levels of knowledge, skills and attitude. These levels, graded from one to ten, are defined in terms of learning outcomes, which the learners must possess regardless of whether they are obtained through formal, non-formal or informal learning. The NSQF sets common principles and guidelines for a nationally recognised qualification system covering schools, vocational education and training institutions, technical education institutions, colleges and universities.

It is under this backdrop that Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), Bhopal, a constituent of NCERT, has developed learning outcomes based modular curricula for vocational subjects from Classes IX to XII. This has been developed under the Centrally Sponsored Scheme of Vocationalisation of Secondary and Higher Secondary Education of the Ministry of Human Resource Development.

This textbook has been developed as per the learning outcomes based curriculum, keeping in view the National Occupational Standards (NOS) for the job role and to promote experiential learning related to the vocation. This will enable the students to acquire necessary skills, knowledge and attitude.

I acknowledge the contribution of the development team, reviewers and all institutions and organisations, which have supported in the development of this textbook.

The NCERT would welcome suggestions from students, teachers and parents, which would help us to further improve the quality of the material in subsequent editions.

New Delhi
June 2018

HRUSHIKESH SENAPATY
Director
National Council of Educational
Research and Training

ABOUT THE TEXTBOOK

The Hospitality Industry is a broad category of fields within the Tourism as well as Service industry that includes lodging, event planning, theme parks, transportation, cruise line, and such. The hospitality industry is a several billion dollar industry that mostly depends on the availability of leisure time and disposable income. A hospitality unit consists of multiple groups of facility maintenance, direct operation's servers, housekeepers, porters, kitchen workers, bartenders, management, marketing and human resources etc. Some important sectors of the hospitality industry are: Accommodation sector, Food and Beverage sector, Meetings Incentives, Conventions and Events (MICE) sector, Clubs and gaming sector, Entertainment and recreation sector, Travel and tourism sector, Visitor information sector.

There is a huge demand of trained and skilled professionals in these sectors for numerous job roles like the Hotel managers, Food and Beverage Service Managers, Housekeeping Supervisors, Housekeeping Attendants, Hotel Receptionist and Clerk, Bellhop, Meeting and Convention Planner, Concierge, Maitre d', Executive Chef, Reservation Ticket Agent, Maids and Housekeeping Cleaner, Gaming Dealer and many others.

The Housekeeping Attendant in the Tourism and Hospitality Industry is a professional who performs routine duties to maintain public areas, guestrooms and the restrooms in a clean and orderly manner, under the supervision of the Housekeeping Supervisor. The individual must know how to use manual tools to sweep, scrub, mop, wipe and dispose waste. The Attendant should also be able to address guest requests and problems and is expected to maintain a flexible schedule through the weekends and holidays.

The textbook for the job role of 'Housekeeping Attendant—Manual Cleaning' has been developed to impart knowledge and skills through practicals, which forms a part of experiential learning along with the classroom teaching learning process.

This subject matter has been developed with the contribution of the expertise from the subject and industry experts and academicians for making it precise and useful. Adequate care has been taken to align the content of the textbook with the National Occupational Standards (NOSs) for the job role so that the students acquire necessary knowledge and skills as per the performance criteria mentioned in the respective NOSs of the Qualification Pack (QP).

The NOSs for the job role of ‘Housekeeping Attendant—Manual Cleaning’ covered through this textbook are—

1. THC/NO209: Prepare for manual housekeeping
2. THC/NO211: Manually clean floor, wash- and rest-rooms
3. THC/NO213: Manually clean furniture and surfaces
4. THC/NO216: Maintain areas neat and tidy
5. THC/NO217: Collect and dispose waste properly

Unit 1 of this textbook introduces tourism and hospitality industry, various tourism terminologies and their use in the professional world.

Unit 2 emphasises the classification of various areas in the hospitality industry, different functioning departments, housekeeping areas and their layouts of large hotels.

Unit 3 and 4 will enable the students in learning to prepare for manual housekeeping, conducting briefing (a short meeting) before starting any shift, various standard operating procedures followed by housekeeping department, correct handling of cleaning agents and chemicals, personal hygiene which refers to the principle of maintaining cleanliness and grooming of the external body and dealing with the lost and found items while performing the cleaning duties.

Unit 5 focuses on clean floors, wash- and rest-rooms manually, importance of handling floor chemicals, equipments and the various methods to be used for performing cleaning of floors, cleaning of guestrooms, bathrooms and bathroom supplies, handling the floor garbage and wastage collected during performing cleaning task.

Unit 6 emphasises on manual cleaning of surfaces including furniture and various cleaning duties i.e. cleaning of all surfaces of furniture, both inside and out, inspects upholstery for stains and rips, repair or replace as needed.

In Unit 7, the students will learn to maintain different areas like lobbies, lifts, entrances and public toilet, by keeping them clean, by emptying bins, arranging furniture and keeping displays aesthetically and up-to-date so as they project a positive image.

Unit 8 deals with methods to collect and dispose waste by segregating documentation, and regulations.

I hope this textbook will be useful for students and teachers who will opt this job role. I shall be grateful to receive suggestions and observations from readers which would help in bringing out a revised and improved version of this textbook.

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Introduction to Tourism and Hospitality Industry

The tourism and hospitality industry is a growing industry globally. It plays an important role in the economic development of a fast growing economy like India. It generates substantial employment, personal and corporate income, revenues, foreign exchange earnings, investments, and infrastructure improvements for communities in developed and developing countries.

Tourism and hospitality is often described as 'the pleasure industry' or 'the welcome industry'. It comprises two sub-sectors—tourism and hospitality. While tourism is the act of travelling away from home, mostly for the purpose of recreation or leisure, hospitality provides boarding, lodging and food services at the destination to the travellers.

The hospitality industry is an important component of the tourism industry. The term 'hospitality industry' is used inclusively for hotels and food establishments which provide facilities such as hotel rooms, health clubs, bars, restaurants, or nightclubs. These facilities are no longer considered a luxury. Rather, these services have become an integral component of lifestyle for many people.

It is a part of a broader service industry where people create the service experience with specific skills to generate revenue. Food and Beverages, Travel

NOTES

and Tourism, Lodging and Recreation are the four major segments of the hospitality industry. The Food and Beverage sector, which is commonly known by its initials as F&B, is the largest segment of the hospitality industry.

Here in this Unit, the student will be given an overview of the tourism and hospitality industry and its modern trends in the professional world.

SESSION 1: IMPORTANCE OF TOURISM INDUSTRY AND RECENT TRENDS

The tourism industry includes service industries like (i) transportation services, such as cruise ships, airlines, and taxicabs; (ii) hospitality services like hotels and resorts and (iii) the entertainment venues such as amusement parks, shopping malls, casinos, and theatres etc.

Tourism

It can simply be defined as travel for pleasure or business. Tourism entails itself, the act of travelling to and staying in places outside our usual home or place of stay, for leisure, business and other purposes.

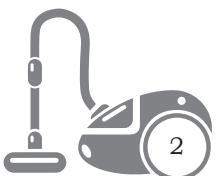
Tourist

A person who leaves one's hometown not permanently but on temporary basis for the purpose of getting new experiences, having fun and entertainment, playing games, visiting attractive places of historical and cultural importance, etc.

According to the World Tourism Organisation, a person who travels to a destination and stays outside of where they usually live for more than 24 hours but less than one year is recognised as a tourist.

Tourist destination

A place which attracts large number of travellers from around the world is termed as a tourist destination. Travellers may visit these destinations to see buildings, natural wonders, or historical sites and monuments. Some tourist attractions also have a provision for



activities, such as rides, games, or unusual novelties. In these destinations, souvenirs are likely to be sold because the local people can generate income from travellers.

Economic impacts of tourism

The tourism industry generates substantial economic benefits to both host countries and tourists' home countries. Tourism benefits the economy in various ways because of its multiplier effects. It helps to grow the economy of that region by providing revenue through profits, employment, earning of foreign exchange, etc. The impact of economic development is also an important factor in marketing and management decisions. Communities must have knowledge about the importance of tourism in their region.

Constituents of tourism industry

There are different constituents of the tourism Industry, ranging from small scale businesses running at local levels to multinationals. There are two major constituents of the tourism industry.

1. Primary or major constituents
2. Secondary constituents

Primary and Major constituents

These constituents are essential and form a major part of the tourism industry.

1. Transport such as road, rail, air or water
2. Accommodation such as hotels, lodges, guest houses, etc.
3. Catering, food and entertainment such as restaurants, coffee shops, dhabas, etc.
4. Intermediaries such as travel agencies, tour operators and guide service
5. Government departments, tourist information centres, tourism organisations

Secondary constituents

These are services that are directly or indirectly related to the tourism industry.



Fig. 1.1: Souvenirs

1. Shops and emporiums
2. Handicrafts and souvenirs
3. Local transport such as taxi, rickshaws, tongas, etc.
4. Hawkers and coolies
5. Communication services at the destination such as STD booths.
6. Touts and brokers
7. Advertising agencies
8. Publishing industry
9. Artists, performers and musicians

Type of tourism

Tourism may be broadly classified as—

Domestic tourism

It means that the people of one country are travelling within their country. The tourists visit from various states and other parts of the same country. It is concerned with travelling within the country without passport and visa. It is also known as internal or national tourism.

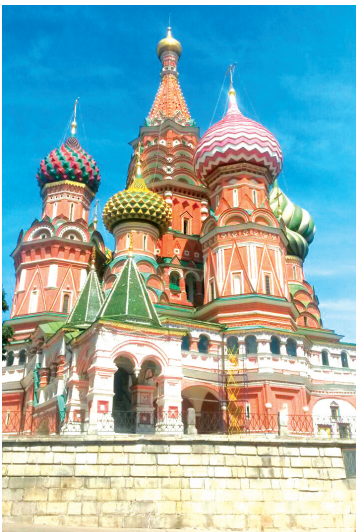


Fig. 1.2: International tourism, Moscow, Russia

International tourism

It involves tourists of one country visiting another country. The tourists visit countries other than their domicile and spend no more than twelve months there. International tourism may involve long and short distance tours across borders. International tourism can be further classified as—

Inbound tourism — Inbound tourism is when a non-resident comes to your country. For example, American resident or citizen.

Outbound tourism — It involves tourists going from their own country to other countries. The purpose of outbound tourism may be business trip, spending holidays, visiting family members etc.

Various purposes of tourism can be as follows.

1. Rest and recuperation, such as going to a hill station or beach to relax
2. Escape from everyday work schedule



3. Communication, like spending time with family and friends by visiting their place
4. Exploring another culture and education
5. Travel for health purpose, that is, to health clubs, for treatment, etc.
6. Special interest tours such as historical tours, pilgrimage tours, etc.
7. Adventure and wildlife
8. Convention tourism which is a mix of leisure and work
9. Destination weddings

Distinction between traveller, visitor, tourist

Visitor

It is the common word that denotes all the forms of tourism defined above for the same touring purposes. The term visitor has three categories.

1. Tourists who stay away from home for one or more nights (domestic, or from abroad).
2. Same day visitors, also known as tourists of one day spending at least two hours away from home for the purpose of purchasing, recreation and social issues. Many are local residents of an area.
3. Leisure day visitors spending less than three hours away from home but outside their usual environment, for general leisure, recreational or social purposes.

Tourist

A Tourist has an agenda, a certain time limit to see and do a number of things to fulfil his demands. A tourist is a person who visits a location other than his own home. It is usually easy for locals to spot a tourist among them.

Traveller

A traveller generally has no fixed agenda to fulfil. Generally, such a person just walks around and interacts with the locals, trying to immerse oneself in the local culture rather than standing out. A traveller



NOTES

may consider one's trip a journey rather than a vacation. Mostly one is drawn to travel so as to improve one's social and communication skills, which also contributes to one's peace of mind. A traveller learns from real experiences of the everyday, which enhances one's tolerance for the uncertainties of life.

Factors responsible for successful tourism

In order to popularise a tourist destination, the following factors (5 As) should be considered.

1. Attraction
2. Access
3. Accommodation
4. Amenities
5. Activities

Attraction

A tourist attraction is a place of interest that a tourist would visit, especially for its intrinsic or presented artistic value, historical importance and natural construction. A tourist attraction can be a beach, monument, building, infrastructure, or the natural scenic beauty which would attract the tourist. Besides promoting tourism through these segments, the country promotes its tourist destinations by advertising on television and in magazines to attract tourists in the country.

Access

In order to reach a tourist attraction, it is necessary to have well-developed transport facilities, including well-connected roads, rail and transport services. Transportation plays a vital role in the success of a tourist attraction.

Accommodation

All tourist destinations need safe and comfortable accommodation facilities for the tourists visiting that place. The availability of rooms will not only make the travel and stay convenient for the tourists but will also help in providing employment to the local people there. Any tourists travelling to a destination will be convinced if there are accommodations available for overnight stay.



Amenities

These are the basic facilities required to meet the needs of the tourists while they are away from home. This would include public toilets, signage, retail shopping, food outlets, visitor centre, telecommunication, medical services and emergency services.

Activities

The attractions, as mentioned earlier, play a vital role in promoting the tourist attraction. It can be natural scenic beauty, monument or a manmade structure. These attractions are often supported by a range of activities. For example, a natural attraction like a beach or water body can become more popular with the accessibility of water sports. Any tourist attraction can become popular if the citizens are responsible and are ready to take initiative to fulfill the needs of the tourists without disturbing the ecosystem. Whether it is the tourist attraction, accessibility or amenities, every aspect plays a vital role in the success of the tourist destination.

Niche tourism or special interest tourism (SIT)

It refers to how a specific tourism product can be tailored to meet the needs of an individual or a group of special interest tourists. In tourism, a niche is a specialised area of the tourism market segment, usually developed according to visitors' particular interests or needs. These are tailor-made tourism activities that serve the specific interests of groups and individuals.

Niche tourism activities

There can be many types of niche tourism activities as defined in the travel and tourism sector. Some of them are given below.

1. *Wildlife tourism* means interacting with wild animals in their natural habitat. Wildlife tourism includes bird watching and the exploration of marine life, such as whale watching.





Fig. 1.3: Adventure Tourism



Fig. 1.4: Religious Tourism, Vishwa Shanti Stupa, Wardha



Fig. 1.5 Trekking



Fig. 1.6: Zorbing activity in Khajjiar, HP

2. *Religious tourism* also known as faith tourism, it is a type of tourism, where people go for pilgrimage either individually or in groups. One of the largest forms of religious tourism called Hajj, happens in Mecca in Saudi Arabia.
3. *Cultural tourism* is a type of tourism undertaken to know and learn about a country or region's culture, lifestyle and history of the people, their art, architecture, religion(s), and other elements of their way of life.
4. *Adventure tourism* is a type of special interest tourism to explore the remote and uncommon areas which are not usually visited by common tourists. This type of tourism imparts thrill and unexpected, unusual experiences to the travellers. Adventure tourism includes trekking, hiking, skiing, mountaineering and rock climbing, wildlife and bird watching.

The changing status of the tourism sector

The tourism industry is one of the world's largest industries. It results in earning huge gross revenue and foreign exchange for the countries. If we compare tourism and travel to the broadest industry categories used by the World Bank, it is smaller than manufacturing and services, but bigger than agriculture and the non-manufacturing industry sector (which includes mining and construction).



The tourism industry has also seen a massive leap in the number of international tourists visiting the country. International tourists play an important role for boosting the economy of the nation. The Indian tourism department and tour operators work closely with other countries to attract more international tourists to our nation. The arrival of international tourist helps in the following.

1. Boost in economy
2. Cultural exchange
3. Generating employment opportunities
4. Promotion of Indian culture on the world platform

Future prospects

According to the World Travel and Tourism Council (WTTC) and its strategic partner Oxford Economics—

- Domestic travel spending is expected to grow by 7.3 per cent in 2018 and rise by 7.4 per cent in 2028.
- Capital investment in India's travel and tourism sector is expected to rise over the next ten years.

Current tourism activities

Heritage walk

These are walking tours, guided or otherwise, on a defined route mostly along cultural, historical or heritage site. This activity generally enhances awareness about historic, cultural and environmental significance of the place. For example Delhi Heritage Walk is one of the oldest walking groups. It is undertaken by students and experts of history, archaeology and sociology. Other examples are Pune Heritage Walks and Mumbai Heritage Walks, etc.



Fig. 1.7: Heritage site, Budapest

1. Gardens and parks

Garden is a beautiful planned space for public for the display and cultivation of plants, lawns and sculptures.

NOTES

The basic difference between a garden and a park is that gardens basically consist of grass lawns, plants and trees within a boundary. However, parks are designed for the purpose of recreation, and some park area is used for permanent structures like office buildings, fountains, pathways. The rest of it is developed for natural environment like artificial lake, canal, waterfall lawns, etc.

The most famous gardens are Hanging Gardens, Rock Garden, Victoria Memorial, NTR Gardens, Chambal Garden, Pari Mahal and Mehtab Bagh. The most famous Mughal gardens are the Taj Mahal, the Red Fort in Delhi, Agra Fort and Humayun's Tomb Garden.

2. Roadside Attractions

It is a feature along the side of a road meant to attract tourists. In general, these are places one might stop on the way to somewhere, rather than actually being a destination. The things seen besides the road of some destination is very beautiful with the shops, entertainment, delicious cuisines, full of historical cultural centres, scenic view of mountains, and natural landscapes. For example, mall roads in some destinations and hill stations are examples of roadside attractions that is Mall Road, Shimla and Mussoorie.

3. Spa

It is a place where bath is taken with medicinal water. Spa towns or spa resorts offer various health treatments by which the tourists are attracted with activity tourism.

4. Amusement parks

These are self-contained areas that include shops, rides and restaurants, usually spread over a significant amount of space. They provide fun and excitement through recreational devices like roller coaster rides, water games, ferries, etc. Some important amusement parks in India are Essel world in Mumbai and Appu Ghar in Delhi.



5. Restaurants

It is a place where people can have their food sitting comfortably, which is cooked in attached kitchen and served by restaurant employees only. The restaurant may be designed and styled either on a particular theme or a speciality.

6. Art museum or art gallery

A museum can be defined as an educational tool, a historical preserve that collects and displays artwork from our collective past. On the whole, people everywhere construct architecture to symbolise and preserve their cultural beliefs. An art museum or art gallery is a place that exhibits artistic items. A visit to a museum does not mean just staring at old items. There is a feeling of cultural nourishment that accompanies the visit to a museum.

7. Castle and Forts

Castles are large residences or a group of large buildings that have been constructed with strong walls to protect against attacks. In other words, castles are fortified residences. They were first built by European royalty during the Middle Ages throughout Europe and the Middle East. As part of their defensive strategy, castles were often surrounded by moats in order to hinder attacks. Generally speaking, castles are or were inhabited by a lord or noble and were originally used as a base from which to rule the surrounding area. These structures often served as a place of protection, a military hub, an administrative center, and a symbol of wealth and power. A fort is very similar to a castle, but forts are not residences but are



Fig. 1.8: Gwalior Fort



Fig. 1.9: Amer Fort

exclusively used for military purposes. These structures are built specifically with war in mind and are used to defend specific territories. Some famous forts are the Amer Fort, the Jaisalmer Fort, Junagarh Fort (Bikaner), Chittorgarh Fort are in Rajasthan and Golkunda in Andhra Pradesh, Gwalior Fort in Madhya Pradesh, etc., are some famous and most visited forts in India.

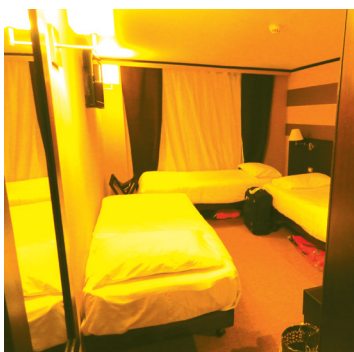


Fig. 1.10: Triple bedroom on a cruise

8. Casinos

A casino is basically a place for gambling, mostly available in hotels, cruise ships, and other tourist attractions. Some casinos also provide live entertainment, such as stand-up comedy, etc.

Nowadays, casinos in many countries attract many tourists or travellers from all over the world that they become the casino destination. The global casino and gaming industry and culture is currently booming and there are many world-class venues and locations to choose from, depending on your tastes and interests.

Casinos have promoted tourism in each and every sense. This has attracted players from different parts of the world to draw attention and tourism in order to heighten the local economy of the country or the city. Moreover, tourism is not the sole purpose of structuring of well known casinos in the world; rather it also proves beneficial in providing a wide range of leisure and entertainment activities like spa, music and dance etc.

Some world famous casino destinations are Las Vegas (MGM Grand Los Vegas), Macau (Sands Macao, MGM Grand, Ponte 16 Resort), Atlantic City, USA, Klerksdorp, South Africa (Tusk Rio Casino Resort), Singapore, etc.

Practical Exercise

Activity 1

Name any four popular tourist places in your state and make a collage.

Material required: Computer with Internet, notebook, pen, etc.

Procedure

- Access the Internet and find out the information about any four tourist places in your state.



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- Note down the details and collect the images.
- Prepare a scrapbook or project file.
- Make a collage of the collected images.
- Present and discuss in the class.
- Prepare a chart on the basis of following key point:

S. No.	Name of the place	Attraction of Place
1.		
2.		

Activity 2

Draw a chart with two examples of different types of tourism activities of your state.

Material required: Chart, pen, computer with internet, chart paper, etc.

Procedure

- Access the different tourism websites of state tourism departments.
- Collect the information related to the current and innovative tourism activities, for example, heritage walks.
- Note down in the chart and present in the class.

Activity 3

Prepare a collage showing images of current trends in travel and tourism.

Material required: Notebook, pen, computer with internet, chart paper etc.

Procedure

- Access the internet and download the images of some recent activities in tourism such as heritage walk, amusement parks, gardens and parks, roadside attractions, spas, restaurants, art museums and castle and forts.
- Collect few information, facts and prepare a collage with their images.
- Present it in the class.

Check Your Progress

A. State True or False

1. Domestic tourism means residents of one country travelling within the same country.
2. International tourism involves tourists of one country visiting another country.
3. Inbound tourism is a tourism in which tourists come from other countries to one's own country.



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4. Outbound tourism is a tourism which involves tourists going from their country to other countries.
5. Primary constituents are an essential part of Tourism.
6. Factors responsible for successful tourism are attractions, access, accommodation, amenities and activities.
7. Amenities include public toilets, retail shopping, visitor centre, etc.

B. Subjective Questions

1. Define 'tourism', 'tourist' and 'tourist destination'.
2. Write a short note on the types of tourism.
3. List any two main constituents of tourism industry.
4. Identify any two primary and two secondary constituents of the tourism Industry.
5. Explain the 5As of tourism.
6. Give examples for the following from your city:
 - (a) Amusement park
 - (b) Art museum
 - (c) Restaurant

SESSION 2: HOSPITALITY INDUSTRY AND ITS DEPARTMENTS

Definition of hospitality

'Hospitality' refers to the cordial welcome of guests or strangers visiting us on account of a social or commercial purpose. Regardless of the reason of travel, a tourist will need care while one is away from home. They will need a clean and comfortable place to rest or sleep, food service, an area for socialising and meeting other people and secure surrounding.

Origin of hospitality industry

The history of the Hospitality industry is quite difficult to locate in terms of the year it had started. But certainly the catering industry could not have started without the invention of wheel due to which the phenomenon of travel started. To many people the word travel suggests pleasure and adventure.

The term travel is derived from the French word 'travail', which means 'toil and labour'. Earlier, people travelled in search of food and shelter, which was by no



means a pleasant experience. Today travel has become a relatively comfortable experience and the purpose is definitely more than finding food and shelter.

Commerce and trading was an important factor for which people travelled. Even as early as 3000 B.C., trade routes from Eastern Europe to North Africa, India and China were well-established. The Romans were the first to travel on land on a large scale. The reason for such massive travel was to expand their trade. The result was the building of massive roads and highways. The first Roman highway, the Via Appia, was started in 312 B.C. By 200 B.C., the Romans had highways throughout their Empire, right from Hadrian's Wall in northern Britain to the Sahara Desert. According to recorded history, all these highways had facilities for wheel changing and rest houses every 15–30 miles.

Pleasure and health were the other reasons for travel in ancient times. The Greeks initiated travelling for pleasure to take part in as well as witness the Olympic Games. For remaining healthy, people used to visit far off places as they believed that waters in certain locations possessed healing qualities. The Romans built spas as far away from Rome like Bath in England.

Pilgrimage was another great reason for travel. Muslims travelled to Mecca while Christians travelled to shrines all over Europe and beyond. The history of the Middle Ages narrates that an Innkeeper in Southwark, England used to host 29 pilgrims at his Tabard Inn, and later accompany them on their journey to make their trip interesting.

Growth and development

Inns became well established in England and elsewhere on the Continent during the Middle Ages. Most of them were privately run by couples and these inns came to be called as 'Pop and Mom' inns. Such inns used to offer food, shelter, bathing and resting rooms as well as the facility of stable for horses. These inns were places where many important social gatherings used to take place. In France, large buildings came up that used to offer rooms to let by the day, week or longer. Such places were called Hotel Garni.



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The Fifth Duke of Devonshire, England first used the word 'Hotel' for a lodging establishment in London in 1760. The first hotel in the United States opened in 1792 at Broadway in New York city. This was a 70 room-hotel called City Hotel.

The first modern American hotel was the Tremont House, a 170 room property that opened in Boston in 1829. The Tremont House was also the first hotel to have formal public rooms, bell persons, front desk employees, locks on guest room doors and free soaps for guests.

The first hotel to use an elevator was New York's Fifth Avenue Hotel in 1859.

The Hotel Everett on Park Road in New York city was the first hotel lit by electricity.

The first hotel chain was started in United States by Ellsworth Statler in 1908. He opened his first hotel called Buffalo Statler in Buffalo, New York. Soon he opened his hotel chains in many places in the U.S.A. From the first hotel introduction in the world, the Hotel Industry has undergone a revolutionary path. But the twentieth century, especially after World War II, has seen a rapid change in the Hotel Industry. Technology has also provided people with the means to travel faster and cheaper, manufacture goods more efficiently and communicate with one another across the globe almost instantaneously. There are many other emerging trends affecting travel like the increase in the amount of leisure time, households with two income earners, eco-tourism, health and business trips.

Definition of hotel

A hotel can be defined as a home away from home which provides accommodation, food, and beverage to people at a reasonable cost provided they are in a position to pay for the same.

Types of Hotels

On the basis of facilities offered to the tourists, hotels are broadly classified into the following types—



International Hotels

Hospitality properties situated in large cities and metros, having high standard facilities like multi cuisine restaurants, swimming pool, spa, beauty parlor, money exchange counter etc. are included in high standard or international hotels. Facilities offered in these hotels are at par with any luxury hotel across the world. Some common facilities provided by these hotels are travel and information desks, conference rooms, centre, multi cuisine restaurants, room service, banquet halls, shopping arcades, swimming pool, gymnasium, health clubs, beauty parlors, entertainment or cultural programmes etc. These hotels are categorised/rated according to internationally accepted star grading system, which ranges from five stars to one star.

Floating Hotels

Hotels located on a water body like river, lake or pond or any surface of water, are termed Floating Hotels. These are meant for recreation and leisure and offer facilities same as a small hotel. Some facilities may be limited due to the situation e.g. Houseboats of Kashmir and Kerala. House boats of Kashmir and Kerala are Floating Hotels.

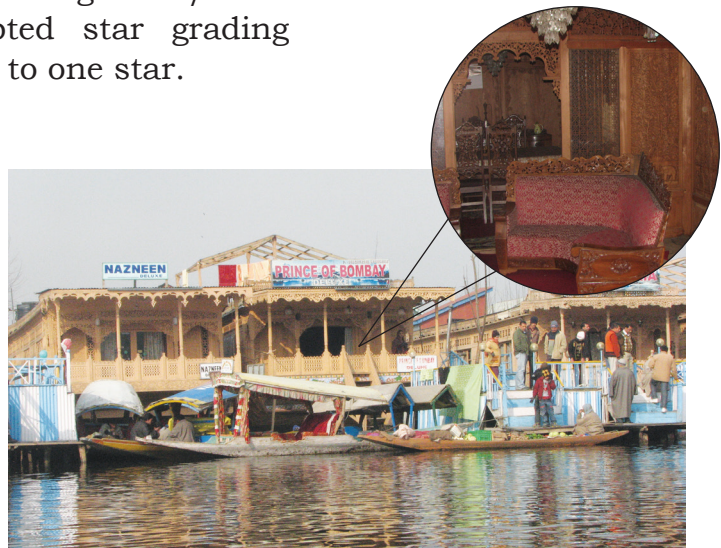


Fig 1.11: Floating Hotel (Houseboat), Kashmir

Commercial Hotels

These hotels are located mostly near business or commercial centers of a city. As such, their main clientele is business tourists or middle income tourists. Most of these hotels have facilities like parking space, restaurants, coffee shop, bar, convention centers and meeting rooms.

Heritage Hotels

These are old properties like, forts,



Fig 1.12: Bikaner Heritage Hotel

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palaces, castles and havelies, mostly belonging to royalty which have been renovated and converted into hotels. Thus, tourists can witness, experience and enjoy the majestic grandeur and splendour of the olden days. Some examples of heritage hotels are Umaid Bhavan Palace at Jodhpur Rambagh Palace at Jaipur and Shalini Palace at Kolhapur.

Resorts

Resort hotels are usually located in the mountains, on an island, or in some other exotic locations away from cities like sea side, hill stations, wildlife sanctuaries, etc. These hotels have recreational and relaxation facilities, scenery which includes indoor and outdoor games like golf, tennis, sailing, skiing, swimming, gambling, spa, etc. Resort hotels provide enjoyable and memorable guest experiences that encourage guest to repeat to the resort.

Resorts can be of various types and can be classified on the basis of climate, and topography. Broadly they are categorised as follows:

Mountain and Hill Resorts

As the name suggests, these are hospitality properties situated on hills or mountains. Due to their location, these are seasonal properties.

Based on the altitude at which they are located, Hill resorts can be divided into following three categories :

- Resorts at great height (between 2,100–3,500 meters above mean sea level)
- Hill resorts at medium altitude (between 1,200–2,100 meters above mean sea level)
- Hill resorts at low altitude (between 800– 1,200 meters above mean sea level)

Ski and Winter Resorts

A winter ski resort is a resort developed in the coldest and beautiful locations for skiing, snowboarding, and other winter sports. People love to enjoy holidays in these winter resorts in India and have a stay in the



best winter resorts that offer the ultimate luxury, as well as, some warm cozy time with loved ones. Some examples of these are Grand Dragon in Ladakh, Avalon in Mussoorie, Solang Valley in Manali, Kasauli Resort in Kasauli, Savoy hotel in Ooty, etc.

Beach Tourism and Sea-side Resorts

As the name suggests, Beach Tourism, Sea-side Resorts are hotels and hospitality properties situated on sea shores. These have seasonal business and are very popular for recreation, leisure and weekend holidays. In India, famous beach resorts are located in Goa, There are around 40 beaches in Goa, out of which 14 are located at marvellous locations. Other famous beaches in India are Kovallam in Kerala, Juhu beach in Mumbai, Marina beach in Chennai.

All-season Resorts

These are located near the areas of natural scenic beauty with food services and amenities.

Supplementary or Secondary Accommodations

These are facilities not directly related to hotel business but providing accommodation and hospitality facilities to travelers on subsidised rates.

The various types of secondary accommodations are described as follows:

Motel

These are situated at highways or expressways and provide hospitality service to road travellers. Motels mainly serve as transit accommodation. This concept originated in the USA to help the people travelling by their own vehicle. These provide facilities like parking, petrol pump, garage, restaurant and recreation facilities.

Youth Hostel

The concept of Youth Hostel first appeared in Germany. In these, basic facilities are provided like one cot in dormitories with mattress, bed sheet and blanket. These facilities focus on providing clean and comfortable



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environment at moderate price. Such facilities are majorly utilised by students during the education and excursion tours.

Caravan and Camping Sites

These are very popular in United States and some European countries. The sites are usually located in large cities in open spaces. These are also known as open air hostels, tourist camps or camping grounds. The camping sites provide facilities for parking, tent-pitching, water, electricity, toilet, etc.

Bed and Breakfast establishments and Home stay

A Bed and Breakfast (B&B) is an independently (privately) run lodging establishment, where breakfast is included in the room rate. Thus, only the basic amenities like room with hot and cold water and breakfast are provided. These are also called home stay. The owner of these properties may or may not stay in the same premises.

Forest Lodges

The rest houses at sanctuaries, which fill in the shortage of accommodation at such places, are called Forest Lodges. The concerned state makes the land available free of cost, provides water and electricity connections and also undertake supporting construction for staff quarters, garbage and dormitory for drivers. Their location is finalised by the concerned ministry and State Forest Department. India Tourism Development Corporation (ITDC) is entrusted with the responsibility for the management of all the forest lodges. These lodges are very popular among nature tourists who love wildlife as they provide a clear view of the forests to the residents from the guest rooms. Examples of forest lodges are Kaziranga Wild Life Sanctuary in Assam, Bharatpur Sanctuary in Rajasthan and others.

Circuit Houses

Circuit houses are accommodations for Government Officers on duty or official tour or under transit on



transfer. Generally, every city and town has one Circuit House.

Home Stays

Indian Tourism's Home Stay Scheme is a golden opportunity for all those apartment/bungalow/cottage owners who can provide accommodation and food facility to domestic and international tourists. This scheme is based on India's core philosophy and tradition, Vasudhaiva Kutumbkam. This unique and profitable scheme will enable the property owners to introduce the culture, cuisine, customs and lifestyle of India to the tourists. A home stay is similar in concept to that of a bed and breakfast establishment. Guests are either accommodated in the family home, or in separate quarters nearby. It is an Indian Tourism's Scheme which offers home style stay i.e accommodation and food facility to domestic and international tourists. Such facilities may be in the form of apartment, bungalows or cottage. These facilities provide food to tourists and guests in domestic environment. This unique scheme enables the property owners to introduce the culture, cuisine, customs and lifestyle of India to the tourists.

Other Types of Accommodations

Mansion

This type of accommodation is very popular in certain European countries, mostly in Austria, Italy and Germany.

This facility is similar to a guest house or B&B and provides place to sleep along with breakfast and other meals. Mostly such properties are run privately by families and cost less than hotels.

Inns

Inns are the Roman Empire concept of accommodation and can be considered as the first such accommodation unit which served the needs of travelers in early age (around 320 B.C.). At approximately the same point in time, the inns were the western counterpart of India's sarai.

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Chalet

Chalet is a small wooden cabin or house , with a sloping roof and wide eaves at the front of the house. Chalets are situated in mountain or Hilly region, and are typical to Switzerland and Alpine region of Europe.

Timeshare and Vacation Rentals

Accommodations where the guests purchase the ownership of accommodations for a specific period are termed as timeshare hotels. These are the properties used by the guests for relaxing and are also called vacation rentals.

Capsule Hotels

These are the facility used by customers for night stay. They were introduced in Japan, Osaka in 1979. As the name suggests, these have rooms or sleeping cabins arranged in Double Decker or AC two-tier train sleeping compartment style. Each floor is provided with common washrooms, lounge area and vending machines. Every Capsule has facilities such as a bed, a television, flexible lighting, a box for valuables, etc.

Basic departments of hospitality industry

The hotel and hospitality industry departments are classified as:

- Front of the house
- Back of the house

Front of the house

All sections and areas of a hotel to which a customer is exposed during one's stay are termed as 'front of the house'. These are those departments which interact and deal with the guests. Its main function is guest satisfaction which can be achieved by correct guest handling.

The two main front of the house departments are:

- **Front office** — The 'Front Office Department' is a major department in a hotel, which is situated at the front part of the hotel. It is the nerve system of a hotel which comes directly in contact with the guest, and its duty is to sale out the rooms after confirming registration of the guest.



- **Food and beverage service** — The food and beverage service department is an integral department in any hotel which is responsible for the service of food and beverage to the general public or customers as per the order in any F&B outlet. This department plays an important role in providing desired service of food and beverage by supplying the orders placed by customers in a restaurant.

Back of the house

The term, 'back of the house' refers to all the back areas that the customers do not see. Administrative work takes place in the back of the house to serve the employees and managers. All the main departments which are operational in the hotels but do not come in touch with the guests directly are known as back of the house departments.

The main back of the house departments are:

- **Food production department** — The food and beverage is one of the integral parts and important operational departments in a hotel. Food production or kitchen department is responsible for preparing food items for the guests.
- **Housekeeping department** — Housekeeping is one of the largest departments of the hotel, which is responsible for cleaning, maintenance and keeping the environment safe. By providing comfortable service to the guest, it maintains the standard of the hotels which helps the hotels in achieving maximum profit by renting out the rooms.
- **Maintenance department** — This department ensures the safety of all the staff and guests within the boundaries of the establishment, and they are also responsible for improving energy efficiency and reducing operating costs. They protect the integrity of the building through the maintenance of building structure.
- **Human resource department** — The Human Resource Head looks after the daily operation of



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the Human Resource office. It is responsible for recruiting, employee relations, benefits, events, workers' compensation and other employee-related tasks. Additionally responsible for short and long term planning of all the HR related functions like planning of working, recruitment, staff planning, administration of wage and salary, benefits of worker, training and development, etc.

- **IT department** — It manages all the software and IT related work in the hotels. It is used in division of duties for rooms for completing all the check in, checkout, billing functions, and sale accounting in F & B Department. It also takes care of finance for the accounting purpose and payroll.
- **Purchase department** — It handles the purchase of items needed for the entire hotel.
- **Security department** — As the name suggests, this department secures the employees and guests from unwanted incidents.

Practical Exercise

Activity 1

Make a report on the historical and era-wise evolution of the Hospitality Industry on a chart.

Material required: Computer with internet, pen, notebook, etc.

Procedure

- Access the internet and collect information related to the origin of the hospitality industry.
- Note all the information and make a report.
- Take a chart and record the information in the following format.

Year	History of Hospitality

Activity 2

Visit a hotel and note down the various departments you come across along with the type of work they are assigned in a tabular form.



Material required: Pen, notebook, etc.

Procedure

- Visit a luxury hotel near your area.
- Observe and record the duties of different departments in the hotel.
- Prepare a report and present in the class.

Check Your Progress

A. Subjective Questions

1. Define 'Hospitality' and 'Hotel'.
2. What is the meaning of the word 'travel'?
3. Why did the Greeks travel?
4. Which was the first hotel in United States?
5. Who started the first hotel chain in United States?
6. How would you classify the various departments in a hotel?
7. What do you understand by front of the house?
8. What are the functions of food production department?

B. Fill in the blanks

1. Catering Industry could not have started without the invention of _____.
2. The term 'Travel' is derived from the French word _____.
3. The _____ were the first to travel on land on a large scale.
4. The first Roman highway was started in 312 B.C. at Via _____.
5. The Romans built spas as far away from Rome like Bath in _____.
6. The main function of housekeeping is to _____.
7. _____ handles guests on arrival and departure in the hotel.

SESSION 3: SAFE AND HONOURABLE TOURISM

With the advent of technology and accessibility to most of the tourist destinations, there has been an increase in the following tourists:

Female travellers

There has been an increase in the number of female travellers these days. To encourage them to travel, many tour operators plan trips for single women assuring them



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of utmost safety and security. This has been possible only because of the awareness in the concept of safety and security at various places.

Senior citizens

With the advent of nuclear families and more disposable income in hand post retirement, the senior citizens are opting to travel to tourist destinations. The locals at tourist destinations also encourage them to travel by providing them the required facilities and a safe environment.

Differently-abled tourists

Differently-abled tourists are the people who require special attention and facilities according to their needs, e.g., ramps for wheelchairs, special toilets, low wash basins, signs in Braille, both audio and visual instructs. Most of the hotels, restaurants, recreation places, airports and railway stations have specially designed rooms and facilities for such tourists. Besides, the welcoming attitude of the local people and their acceptance for these tourists has made them feel safe and honoured.

Need of safe and honourable tour for a traveller

Safety and security of visitors has a greater bearing on the success or failure of a tourist destination than any other factor, be it economic or entertainment like adventure, leisure, sightseeing etc. However, in recent times, it is observed that tourists are travelling to destinations not only for the above mentioned reasons, but also for medical and other reasons.

Whenever a tourist travels to a tourist destination, one always wants safety and respect from other people. Hence, it is the moral responsibility of the tourist destination as well as the hosting agency to work in liaison, and discourage unsafe activities like stealing, robbery, child and women exploitation, teasing, etc.



The following factors are responsible for increase in the number of such cases.

- Unemployment
- Illiteracy
- Lack of awareness
- Poor socio-economic condition
- Family breakdown

The country can overcome these barriers by promoting safe and honourable tourism and educating the people about the ill-effects of such evil practices. In fact, lack of tourist safety may eventually lead to closing or dying of the tourism industry.

Following are a few of the many sub-areas that are covered by the term 'tourist safety':

1. Protection of the tourist from locals and other visitors

Often tourists are cheated or duped by locals or other visitors to the area. Some of these cheaters even travel to other places frequented by tourists. For example, pick-pockets travel from event to event and from place to place. These people act like tourists but come to a destination specifically to prey on other tourists. A good tourism safety programme empowers the safety and security officials with knowledge and skill to distinguish the good and genuine tourist from the bad.

2. Protecting the visitor from the industry itself

Perhaps the major complaint of travellers is that false information is given and most promises are not fulfilled. The airline industry is a good example of this frustration because visitors are often moved from counter to counter, given misinformation and made to feel uncomfortable.

3. Protecting staff

Safety programmes of tourism means the staff members who work in the hospitality industry are safe and trained to face hazardous situations. This does not mean that



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each staff member needs to be an expert in martial arts, but it means that a tourism protection plan should function properly in the working area.

4. Protecting the tourism environment

Tourism environment includes healthy ecology, safe drinking water and food. Too polluted environment or contaminated food and/or water may ruin a traveller's experience just as much as by a criminal act.

5. Site protection

Visitors often deface local sites, like museums, monuments, sculpture or hotel property. A good tourism safety programme ensures the conservation of its tourism sites and takes appropriate steps in view of the type of visitors frequenting a particular site.

6. Protecting the destination's reputation

Any major crime, health disaster or environment crisis in a tourist place can ruin the destination reputation to a great extent which can take years and lots of money to regain. It is a lot less expensive to prevent a mishap than it is to recover the reputation of a tourist destination.

7. Protecting a destination from risk and litigation

A good tourism security programme involves security and safety issues, which manage safety risk in tourism. The risk management is also an important aspect of safety and security tourism. Prevention against accident is more important than any expensive recovery from litigation and lawyers' fee.

Strategies to ensure safe and honourable tourism

In order to promote tourism, it is mandatory to make the tourists feel safe. India's code of conduct for safe and honourable tourism has been developed by the Ministry of Tourism in association with Pacific Asia Travel Association (PATA), Save the Children-India, United Nations Office on Drugs and Crimes (UNODC)



and Equitable Tourism Option (EQUATIONS) with specific objectives. It is a set of guidelines which encourage tourism activities with respect of basic rights for dignity, safety and freedom from exploitation of both the tourists and local residents, particularly women and children. The guideline states the following:

- Encourage tourism activities ensuring basic rights of tourists like dignity, safety and freedom from exploitation
- Aid the prevention of prostitution, teasing and other forms of sexual exploitations
- To enhance the prevention of forced or involuntary drug use, manipulated and incorrect information, cultural and social intolerance. This could increase vulnerability to crime.

The Code of Conduct is applicable to every employer of tourism industry including hospitality establishments, etc. In addition, it is applicable to those service providers who are associated with the tourism sector.

The Code of Conduct for Safe and Honourable Tourism is not a legally binding instrument, but a set of guidelines for the tourism industry. It also sensitises the signatories regarding importance of information and training of personnel, public awareness and guest notification, regulated use of premises and official equipment, ethical business practices and marketing, implementation and monitoring.

In accordance with the Code of conduct, the signatories are expected to advise and assist the tourists with various safety rules specific to a particular tourist place. The safety advise may include information related to timing for visiting a place, various local, social and cultural beliefs and norms.

Practical Exercise

Activity 1

Provide suggestions on how to serve the differently-abled tourists while on a tour.

Material required: Notebook, pen, travel tips, guide material (if any), etc.



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Procedure

- Visit the travel and tourism office near your area.
- Make a questionnaire on better service given to the differently-abled tourists.
- Write a report from your collected answers.

Activity 2

Collect the strategies from tourism office of your city about how tourism industry can ensure safe and honourable tour to tourists.

Material required: Notebook, pen, travel tips, guide material (if any), etc.

Procedure

- Visit the travel and tourism office nearby your area.
- Discuss with the manager and ask the MoT, GoI policy for ensuring safe and honourable tourism practices.
- Note down the important highlights in your notebook.
- Discuss in the class the various issues related to the topic.

Check Your Progress

A. Fill in the blanks

1. A good tourism security programme involves security and safety issues, which manage _____ risk in tourism.
2. Full form of PATA is _____.
3. Safe and honourable tourism is the concept designed to promote the _____ of the tourists.
4. _____ includes healthy ecology, safe drinking water and food.
5. Prevention against _____ is more important than any expensive recovery from litigation and lawyers' fee.

B. Short answer questions

1. What is the importance of safe and honourable tourism for tourists?
2. Which factors are primarily responsible for unsafe tourism in a place?
3. Explain how "Tourism Safety" can be achieved.



Unit 2



Classification of Areas in the Hospitality Industry

A hotel may be defined as a 'basic place where a traveller receives food and shelter on payment basis'.

However, the hotel has a right to turn back the traveller who does not abide by the common code of conduct like, if one is drunk, disorderly or misbehaved.

WHAT IS HOSPITALITY INDUSTRY?

This industry is primarily focused on guest satisfaction. For the most part, it is based on leisure or is luxury-based, in addition to meeting basic expectations from the industry. The hospitality industry covers hotels, resorts, cruise lines, airlines, special event planning, and restaurants, etc. This service-based industry survives on the leisure activities of guests. Most of these sub-areas are transient and intermittent, but collectively, they account for large revenue.

The special event planning includes social and corporate functions. For example, organisation of a wedding requires multiple service providers, such as decorators, florists, Disc Jockey (DJs), bakers, and invitation printers. The planning of an event may also include ground transportation and hotel accommodations for out-of-town guests.

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Similarly, corporate event planning would include the arrangement of transportation and hotel accommodations for groups of people.

Different hospitality professionals and agencies specialise in the corporate event planning, such as weddings, family functions, meetings or conferences.

SESSION 1: PUBLIC AREAS IN HOTELS

Public areas

In a hotel, there is a common space, a social space that is open and accessible to all people coming to the hotel. These areas facilitate accessibility to both, the house guests and non-resident guests. Public areas enable house guests and non-resident guests to meet, sit and interact with each other.

These areas in a hotel comprise the front of the house areas such as entrances, lobbies, lounges, the front desk, guest corridors, elevators and restrooms; functional areas such as restaurants, banquet halls, bar and waiting rooms; and leisure areas such as swimming pools, the spa and the health club. In other words, the areas of the hotel that are in constant view and frequented by the guests are referred to as the public areas.

Significance of public areas

Public area is an umbrella term that encompasses all the areas of the hotels that are in constant view and often frequented by the guests. One will never find these areas absolutely free from traffic. These areas comprise the front of the house areas which reflect the first impression of any hotel. Many a times, guests tend to take the pristine nature of hotel entrances and lobbies for granted. Prospective guests perceive and relate a messy public area to a messy guest room. Thus, it could adversely affect a hotel's business. Visitor's expectations regarding these critical public areas requires extraordinary attention. It is hence, a monumental undertaking to maintain the public areas and keep them spick and span at all times. A neat and



clean public area is reflective of the cleanliness standards throughout the hotel property, because guest sees these areas first and then forms an overall impression of the hotel based upon these.

General components of public areas

Reception or the Front Desk

The front desk or reception is an area where visitors arrive and first encounter the hotel staff. It is the major area of front office department in a hotel which is situated at the front part of the hotel and its duty is to rent and allot the rooms of the hotel and hand over the key to the guest. In other words, it is a show case window of the hotel which reflects the image of a hotel. It is also a place from where all the information and messages are communicated to the different departments or personnel in the hotel.

Waiting lounge or lobby

This is the common meeting point for the guests and is located near the reception. A hotel lobby represents the atmosphere, decor, staff and image of the hotel when a guest visits. The lobby should be spacious but not wasteful. There should be sufficient space to place the guest luggage during the room allotment procedure. Lobby areas mainly include the bell desk, travel desk, concierge, elevators, staircases and shops.

Business centre

This is an area where secretarial assistance is offered to the guests for conducting conferences, seminars and interviews. All the necessary equipment and facilities such as fax, telephones, Internet, photocopying, spiral binding, plastic folders, etc. are available at the business centre.

Restrooms

The public restrooms or washrooms are toilets situated near the lobby area, or restaurant for use by the people visiting the hotel. Public restroom or cloakrooms must

be cleaned and sanitised throughout the day. How often this work needs to be done depends on the traffic flow in the hotel.

Staircase and elevators

Staircases and elevators (commonly called lifts) are the passageways connecting the several levels of hotel. Guest lifts are best located off the main lobby, within the control of the front desk. These open into a small guest lobby leading to the guest corridors on each floor.

Shopping arcade

The shopping arcade is a passageway of shops, stretched elegantly across the lobby. This is designed to enhance the shopping experience with the presence of shops entailing traditional Indian jewellery, exquisite Kashmiri carpets, rugs and floor coverings, hand woven woollens, books and stationery and other branded products of public interest.

Foreign exchange

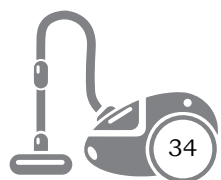
Foreign currency exchange and traveller's cheque exchange is a facility offered by the hotel to its guests. These counters are situated in the lobby area of the hotel for easy access to the guests. Usually hotels tie-up with the authorised currency exchange dealers and carry out the exchange on their behalf after procuring licence for the same. Some hotels provide this facility only for in-house guests; this can also depend upon the government regulation in that particular region where the hotel is located. The hotel may also charge a commission percentage on top of the normal exchange rate as fee to the service provided to the guest.



Fig 2.1: Concierge

Concierge

The concierge in a hotel provides assistance to the hotel guest(s) in issues like reservations, tickets, transportation, providing an interpreter to a foreign guest, ordering flowers, shopping for a guest, etc.



Recreational areas

Areas such as swimming pool, gym, spa, wherein the guests spend their leisure time and relax are called recreational areas. Some hotels provide these facilities only for in-house guests. However, few hotels open it for the common public on chargeable basis through membership.

Bar

A bar is an F&B outlet of a hotel that serves alcoholic beverages, such as beer, wine, liquor, cocktails, and other beverages such as mineral water and soft drinks with small tidbits. Some type of bars, such as pubs, may also serve food from a restaurant menu.

Restaurant

These are the outlets in a hotel or an eatery, which prepare and serve the food and drinks to customers in exchange for money. A hotel may have one or more than one restaurants, which are open to both non-residents and in-house guests. Restaurants serve a variety of cuisines with fine dining facilities and good ambience.

Layouts of hotel public areas

(a) Sample layout of the front desk

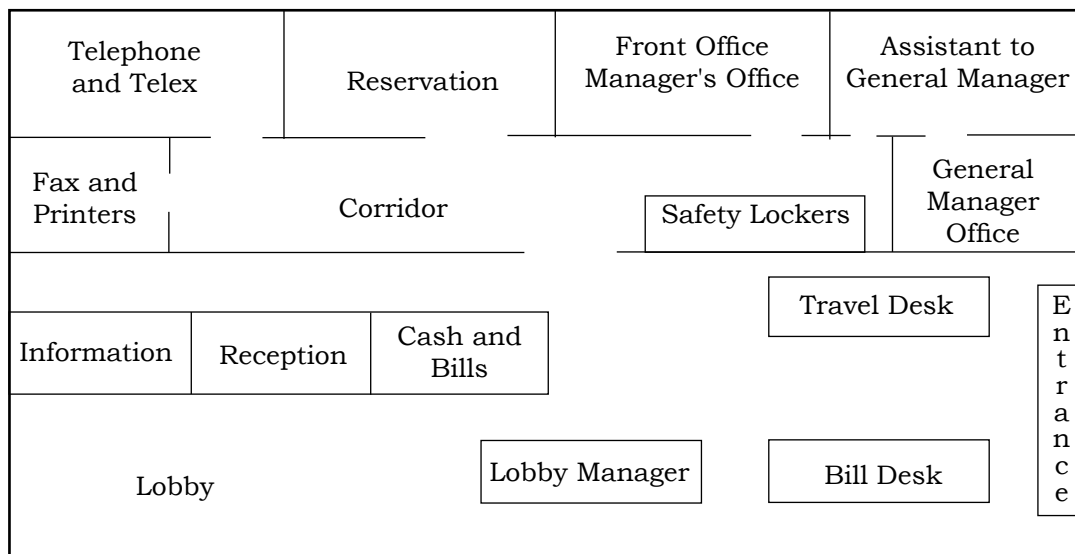


Fig. 2.2: Sample layout of the front desk

(b) Layout of a hotel lobby

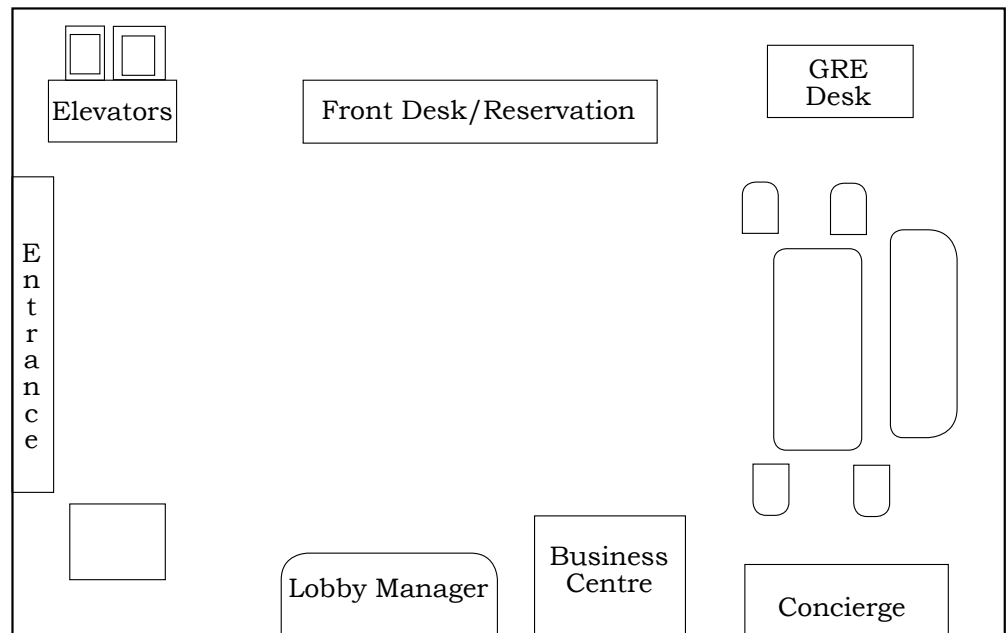


Fig. 2.3: Sample layout of a hotel lobby

(c) Layout of a bar

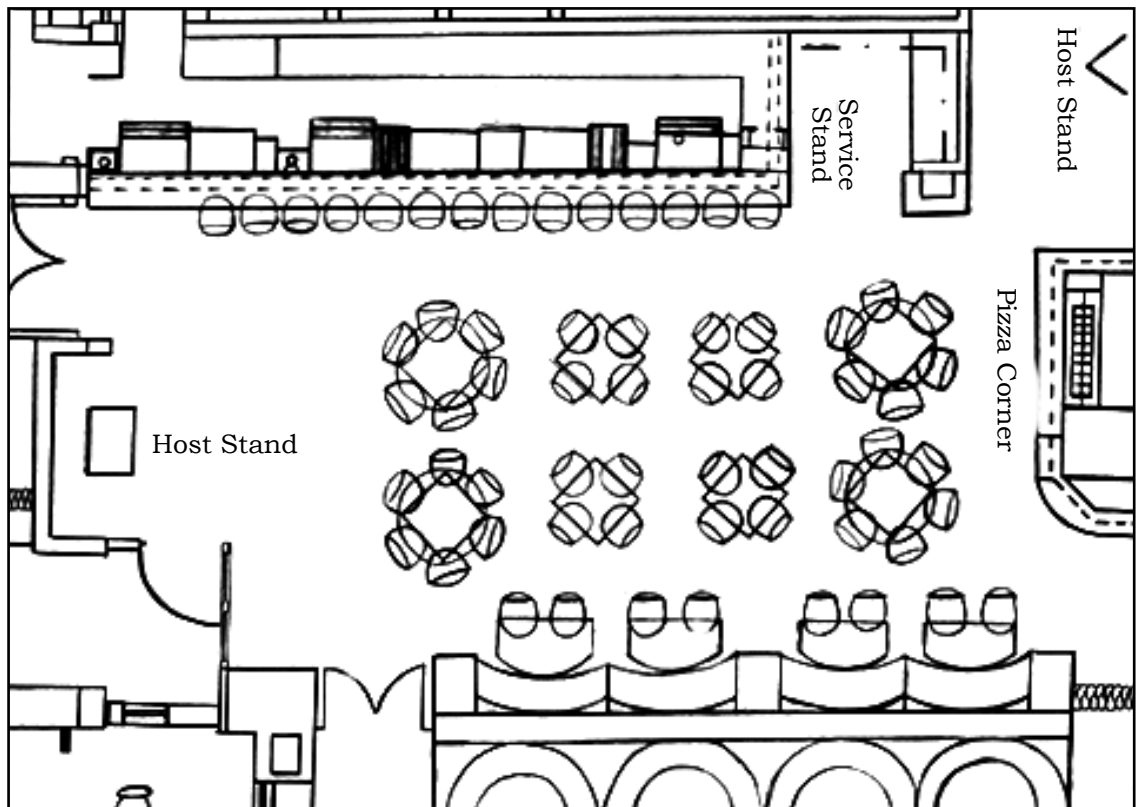


Fig. 2.4: Sample layout of a bar

(d) Layout of a restaurant

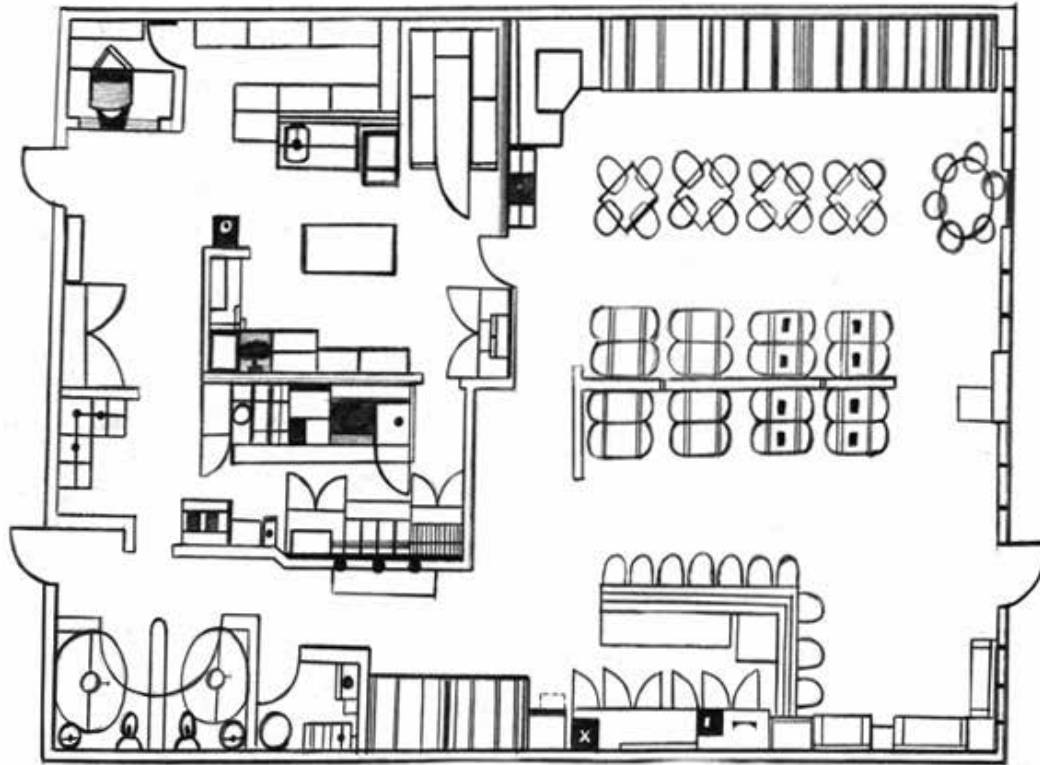


Fig. 2.5: Sample layout of a restaurant

Practical Exercise

Activity 1

Visit a hotel in your vicinity, observe the public areas and draw the layout of any two components.

Material required: Notebook, pen, etc.

Procedure

- Visit a luxury hotel nearby.
- Collect information about the public areas of the hotel.
- Observe all the components of the public area.
- Prepare a layout chart of any two components and discuss in the class.

Activity 2

Visit a hotel in your vicinity and list the components of public areas of the hotel.

Material required: Notebook, pen, etc.

Procedure

- Visit a luxury hotel nearby.

NOTES

- Collect information about the maintenance procedures of public areas.
- Note down all the components of these areas.
- Study and present in the class.

Check Your Progress

A. State True or False

1. Entrances, lobbies, lounges, guest corridors, elevators, restaurants and bars are few examples of public areas.
2. Restaurants serve a variety of cuisines with fine dining facilities and good ambience.
3. Public restrooms or cloakrooms must be cleaned and sanitised throughout the day.
4. Business area is a place where secretarial assistance is offered to the guests for conducting conferences, seminars and interviews.

B. Subjective Questions

1. Discuss the significance of public areas.
2. Differentiate between public areas
3. Discuss the general components of Public area of a hotel.
4. Draw layouts of any three public areas of a hotel.

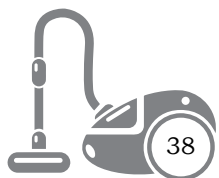
SESSION 2: GUEST AREAS IN HOTELS

Guest areas

A guest area is a private space in a hotel that is generally accessible by guests and their close friends or relatives. The hotel guest areas mainly comprise guest rooms and guest corridors. Guest rooms are the rooms provided by a hotel with all basic amenities for the lodging of guests. Guests may stay in a hotel for pleasure, convenience or due to necessity. Guest corridors are the passageways in hotels leading to guest rooms.

Significance of guest areas

Hotel guest rooms are the main product of a hotel. A guest room contributes to more than 50 per cent of the total sales, making the profit percentage from room sales very high. It is a place where guests keep their luggage, sleep and refresh. Primarily a neat and clean room is the basic expectation of any guest, and the staff



needs to ensure this by laying out clean, fresh linen and presenting a clean room on a daily basis. Hotel guests expect a high degree of cleanliness and hygienic environment to stay in. Guest corridors should not be treated as mere passageways leading to the rooms. Instead, these act as connectors for all the rooms and lead to service elevators, guest elevators, staircases and fire exits. Thus, how they are presented needs utmost attention and care. These areas exude either an impression of cold uncaring attitude of the staff or a warm, welcoming one. It is also a reflection of the standards of hygiene of the hotel. The corridors must have good ventilation and sufficient lighting at all times.

General components of guest areas

Guest room

These are rooms provided by a hotel with all basic amenities for the lodging of guests. The amenities may be as per the standard of the hotel, however, the basic requirements that all hotels will have are beds, clean linen, towels, bathroom, toiletries. Some hotels may provide hair dryers, shaving kits, iron and tea kettles in the room too.

Guest corridors

The passageways in hotel floors leading to the guestrooms are known as guest corridors. A lot of planning goes into the layout of the corridor and its fixtures. Guest corridors act as connectors for all the rooms. They must have good ventilation and sufficient lighting at all times. In a hotel, most of the fire-fighting equipments may be strategically placed in the corridors. These may include fire extinguisher, buckets of sand, sprinkler system, etc. The length of a guest corridor is limited by the stipulated distance to a protected fire-space staircase. For corridors with sprinkler systems and fire exits at or near opposite ends, allow two directions of escape, with a maximum distance, usually ranging from 45 to 60 metres. Dead-end corridors with one exit are limited to a length of 7.6 metres. Corridors on the guestroom floors may be either double-loaded

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central corridor or a single-loaded side corridor. Central corridors have guestrooms on both the sides of the corridor, whereas side corridors have guestrooms on only one side.

Layouts of hotel guest areas

Sample layout of a guest room

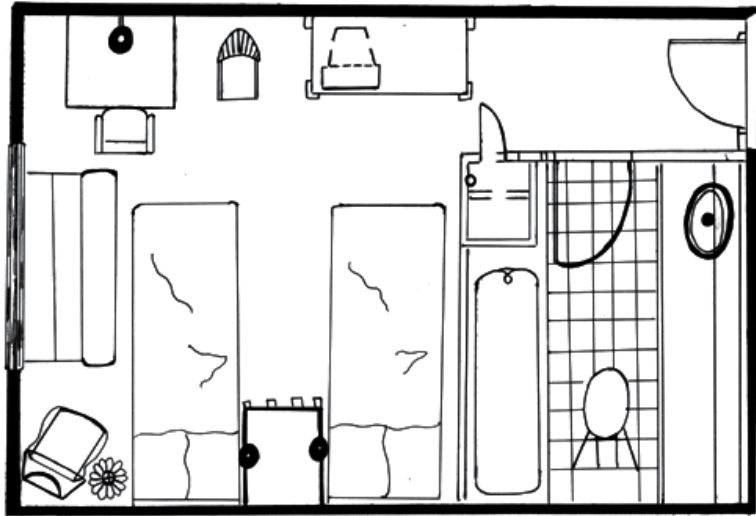


Fig. 2.6: Sample layout of a guest room

Sample layout of a guest corridor

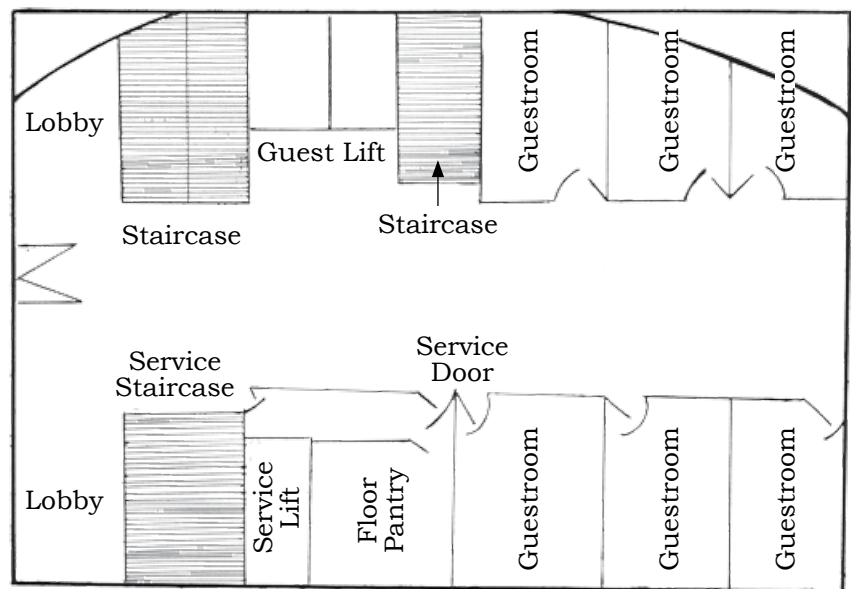
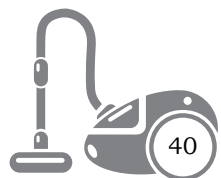


Fig. 2.7: Sample layout of a guest corridor



Practical Exercise

NOTES

Activity 1

Visit a hotel in your vicinity and observe the guest areas of the hotel.

Material required: Notebook, pen.

Procedure

- Visit a luxury hotel nearby.
- Collect the information about guest areas of the hotel.
- Note down all the amenities and facilities of guest area.
- Prepare a report and discuss in class.

Activity 2

Visit a hotel and prepare a report on the components of guest areas.

Material required: Notebook, pen, etc.

Procedure

- Visit a luxury hotel nearby.
- Collect information about the maintenance procedure of guest areas.
- Note down all the components of these areas.
- Study and present in the class.

Check Your Progress

A. State True or False

1. The common places which facilitate accessibility to in-house guests and non-resident guests are termed as guest areas.
2. Guestroom is a private space in hotels that is generally accessible to guests and their close friends and relatives.
3. Guest corridors should be treated just as passageways.
4. The main product of a hotel is the guest room.
5. Guest corridors are not the passageways in hotel floors leading to the guest rooms.

B. Subjective Questions

1. Discuss the significance of guest areas.
2. Draw the layout of a guest room.
3. Discuss the general components of guest areas of a hotel.

SESSION 3: CLEANING AND MAINTENANCE OF PUBLIC AND GUEST AREAS OF A HOTEL

Need of regular cleaning and maintenance of public areas

As public areas are the first areas that a guest may be exposed to and base one's impression of the hotel on what one finds there, these areas need the most attention. In order to meet the expectations of guests, housekeepers require an extraordinary cleaning routine with regards to critical public areas. Considering the size and number of these areas, it is clear that their maintenance is not an easy task. Since these are open to the public, they also tend to have heavy traffic most of the time. It is impractical to keep public areas 'out of service' for the purpose of cleaning. Hence, all the cleaning and maintenance activities for these areas are scheduled for low traffic hours and night. As a result, you will never be in a position to lock the area down and clean it up. To further complicate matters, one cannot have an army of housekeeping staff tramping through public areas at peak times. It would be a real disappointment for any guest, if one is having a quiet drink at the bar and suddenly finds two housekeeping personnel shampooing the carpet.

From an exposure standpoint, public areas might be the only parts of the entire property that the visitors see; thus, the need for regular cleaning and maintenance of these cannot be ignored.

The cleaning of public areas involves cleaning Hard-to-reach areas and may involve the use of ladders. Many hotels get their public areas cleaned by contractors. Like cleaning in other areas of hotel, the cleaning routine of public areas can be divided into daily, weekly, monthly and periodic tasks. Daily cleaning tasks include dusting, emptying ashtrays and bins, suction-cleaning the upholstery, mopping hard floors, cleaning glass surfaces, arranging flowers and cleaning the toilet area. Weekly tasks include scrubbing floors, dusting walls, dusting and wiping lighting fixtures, cleaning and polishing hard surfaces and vacuuming the carpets.



Monthly tasks cover such activities as spray cleaning and buffing of floors and the polishing of furniture and other woodwork. Periodic tasks include washing walls, stripping and re-polishing or re-sealing floors, shampooing carpets and washing windows. Generally, a supervisor or executive is in charge of the cleanliness and maintenance of the entire area.

Need of regular cleaning and maintenance of guest areas

It is said that cleanliness is next to godliness. The guests who come to stay at a hotel expect it to be as clean as their homes and sometimes even cleaner, since they are paying for it. Maximum percentage of the guests who come to stay repeatedly in a preferred hotel do so because of the hotel's cleanliness. It is up to the executive housekeeper to set the standards for cleanliness and maintain them. The whole crew of housekeeping department should be trained and made to understand the importance and need of efficient cleaning of guest areas and know the implication of an unhygienic environment.

Practical Exercise

Activity

Visit any hotel near you and record the cleanliness of various public and guest areas in a checklist format.

Material required: Notebook, pen, etc.

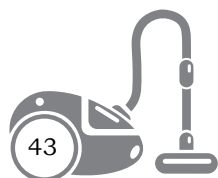
Procedure

- Visit a luxury hotel nearby
- Demonstrate the housekeeping functions
- Note down all the functions of the department
- Prepare a report and present in the class

Check Your Progress

A. Fill in the blanks

1. Maximum percentage of guests who come to stay repeatedly in a preferred hotel do so because of the _____.



NOTES

2. The most important task is cleaning and maintaining _____.
3. The cleaning routine of public areas can be divided into _____.
4. Generally, a _____ is in charge of the cleanliness and maintenance of the entire area.

B. Subjective Questions

1. Explain the importance of cleaning and maintenance of public areas of hotel.
2. Explain the importance of cleaning and maintenance of guest areas of hotel.





Preparing for Manual Housekeeping - I

The housekeeping department plays an important role in maintaining cleanliness in a hotel. It is the responsibility of a Housekeeping Attendant to know all the operational cleaning procedures and preparation activities.

Session 1 of this unit gives a brief idea about how to start a shift. It also explains the importance of attending briefing (a short meeting) that normally takes place before starting a shift. You are also going to learn about the importance of knowing the Duty Roster and occupancy chart.

Session 2 of this Unit gives a brief idea of the various standard operating procedures followed by the housekeeping department.

Session 3 explains the preparation before cleaning the area of work and readying the public area attendant trolley.

SESSION 1: IMPORTANCE OF BRIEFING, DUTY ROSTER AND OCCUPANCY CHART

Briefing

It is a process, usually oral, of informing the room attendants and supervisors, at the beginning of each

NOTES

shift about the task(s) assigned for the shift. It includes any extra cleaning that may be required to be done.

Importance of Briefing

Briefing allows the hotel management to facilitate a two-way communication between the staff and itself. It is the only time during a shift that all housekeeping staff are together to share information before they disperse for their work.

The deputy housekeeper or the executive housekeeper, being the managerial staff, holds the briefing session for all employees at the beginning of a work shift. Usually, this is the time when the grooming standards are checked before allocating jobs to the staff. The following may be communicated in the course of a briefing session of 10 minutes.

- Any VIP in the house
- Expected arrivals, expected departures and group arrivals
- Policies and new procedures to be followed by the staff or the hotel in general
- Job allocations
- Immediate reporting relationships for the shift
- Checking of grooming standards and personal hygiene
- Appreciation for work well done on earlier shifts
- Rectification required (on the basis of observation)
- Banquets or other events to be held in the hotel

Duty Roster

It specifies the allotment of jobs, hours of duty, and days off for each member of the staff. To ensure fair and even share of duties, the roster should be rotated every five weeks. Duty Rosters must be simple in format, easy to interpret, clearly written, and displayed on the staff notice board at least a week in advance. A sample duty roster is shown in Table 3.1.

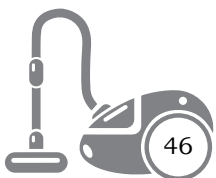


Table 3.1: Format of a Duty Roster

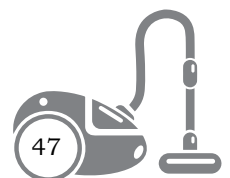
Week 1							
Guest Room Attendant (GRA)	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.	Sun.
Mohan	8-5 pm	8-5 pm	8-5 pm	8-5 pm	8-5 pm	Day Off (Reserve)	8-5 pm
Sita	Day Off (Reserve)	8-5 pm	8-5 pm	8-5 pm	8-5 pm	8-5 pm	8-5 pm
Rosy	8-5 pm	8-5 pm	8-5 pm	8-5 pm	Day Off (Reserve)	8-5 pm	8-5 pm
Week 2							
Guest Room Attendant (GRA)	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.	Sun.
Mohan	8-5 pm	8-5 pm	8-5 pm	8-5 pm	8-5 pm	Day Off (Reserve)	8-5 pm
Sita	Day Off (Reserve)	8-5 pm	8-5 pm	8-5 pm	8-5 pm	8-5 pm	8-5 pm
Rosy	8-5 pm	8-5 pm	8-5 pm	8-5 pm	Day Off (Reserve)	8-5 pm	8-5 pm

*Break timings: Tea/Coffee break: 10–10:15 A.M.;
Lunch Break: 1:30–2:15 P.M.; Dinner break: 7:00–7:30 P.M.*

Advantages of a Duty Roster

Planning a Duty Roster in advance helps to ensure the following.

- The exact number of staff required to be on duty at any given occupancy
- That staff working hours are as per their employment contract
- Regular offs are availed for enhancing productivity
- Knowledge of which employees are present on the premises in instances of emergency
- Accuracy in attendance and payroll reports



Occupancy Chart

It is also known as a night report. This document is prepared each night by the front desk attendant and indicates the rooms occupied that night and the ones that are to become 'checkouts' the following day. This report shows the list of guests who have checked-in the hotel with details such as the number of adults and children, number of nights of stay, and the housekeeping status. This report is generated for the occupied rooms, rooms expected to be occupied, checked-out rooms, and vacant or blocked rooms. This report is generated for scheduling rooms for cleaning (See Table 3.2).

Table 3.2: Format of an Occupancy Chart

Occupancy Chart							
Room No.	Room Type	Name of Guest	Adult	Child	Number of Nights	Turnover Date	Housekeeping Status

Practical Exercise

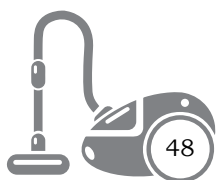
Activity

Visit a hotel in your vicinity and prepare a report on various points discussed while the briefing.

Material required: Notebook, pen, etc.

Procedure

- Visit a luxury hotel nearby.
- Discuss with the housekeeping staff about their morning briefing session to know the various points to be followed while making a duty roster.
- Collect information about the departments and their functions from the hotel personnel.
- Note down all the functions as per the Duty Roster.
- Prepare a report and discuss in the class.



Check Your Progress

NOTES

A. Match the Columns

Column A	Column B
(i) Briefing	(a) A short meeting takes place before starting the operations
(ii) Occupancy chart	(b) Occupied
(iii) Room status	(c) Night report
(iv) VIP	(d) Morning Shift
(v) Shift	(e) Very Important Person

B. Subjective Questions

1. Describe the various important points discussed during the briefing session.
2. Draw the format of a Duty Roster and also explain the importance of a Duty Roster.
3. Why is it important to understand the Occupancy Chart before starting a shift?

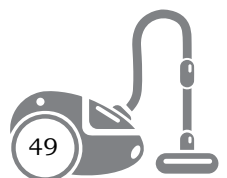
SESSION 2: STANDARD OPERATING PROCEDURES

A Standard Operating Procedure or SOP refers to the step-by-step instructions compiled by an organisation to help the hotel staff carry out its routine operations. It helps to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with hotel regulations.

Standard Operating Procedure for guest room cleaning

Procedure for entering a guest room

1. Before starting the cleaning, the room attendant should see the status of all the rooms. One should prioritise the rooms to be attended to first, on the basis of immediate needs. Begin with those that state the 'clean my room' card, and finally move to the other occupied rooms.
2. For occupied rooms, look whether the room has a 'Do Not Disturb' card on the door knob. If it does, then go to the room which does not.



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3. Knock at the door firmly with the index finger knuckle, announcing clearly 'housekeeping service'. If there is no answer, repeat the knock after 10 seconds announcing yourself as you did before.
4. If there is still no answer, open the door with the floor's master key. Push the door again, and knock announcing 'housekeeping' inside the room.
5. If there is still no reply and one is relatively sure that there is nobody inside, open the door wide and keep it that way till the entire cleaning cycle in the room is completed.

Procedure for cleaning a guest room

Air the room

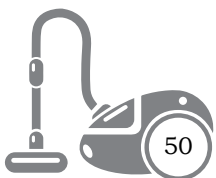
- (i) Draw back the draperies and check the cords and hooks for any damage.
- (ii) Open the windows so the room can air out while you are cleaning.
- (iii) Check the air conditioning and heater to make sure they are working properly and are set according to the property standards.

Take a good look at the condition of the room

- (i) Make note of any damaged or missing items such as linens or wastebaskets.
- (ii) If any valuable item is missing or if something needs repair, notify your supervisor.
- (iii) In rooms where the guest has checked out, visually scan the room and check the dresser drawers for personal items which may have been left behind. Report these items to your supervisor, or hand them to the lost and found, depending on the hotel's policy.

Remove or replace

- (i) Ensure that you remove dirty trays, bottles, dishes, ashtrays, newspapers and glasses.
- (ii) Call room service for pickup. Empty the trash and replace any wastebasket liners.



- (iii) In occupied rooms, straighten any newspapers and magazines that may be lying away from the designated place.
- (iv) If a room is occupied, that is, the guest(s) are staying in the accommodation, never throw out anything unless it is in the wastebasket.

Steps prior to making the bed

- (i) Remove any personal items from the bed and place them aside, safely.
- (ii) Remove the bedspread and blanket, and place them on a chair to keep them clean and free from dust and dirt.
- (iii) If the blanket or bedspread are dirty, or if you notice any holes or tears, replace it. Remove the dirty linen and place pillows on the chair with the bedspread and blanket.
- (iv) Check the mattress pad and the mattress. If it shows any stains, burns, or damage, make a note to inform your supervisor. If the mattress pad needs changing, remove the old pad and lay a fresh one.
- (v) The most efficient way of making a bed is to completely finish one side before beginning on to the next. This system saves the time spent in walking back and forth around the bed.

Bed making procedure

- (i) Place the bottom sheet on the mattress and mitre that sheet on both the sides.
- (ii) Place the second sheet on the bed, wrong side up. This sheet must reach up to the head end. Then, place the blanket on top of the sheet, approximately 6" below.
- (iii) Place the night spread over the blanket. The top part of the night spread should be in line with the second sheet.
- (iv) Tuck the night spread under the blanket at the head end.
- (v) Turn the second sheet over the blanket and night spread, and turn it once more.

NOTES

- (vi) Tuck this fold under the mattress.
- (vii) Tuck the sheets and blanket at the foot end and mitre the corners neatly.
- (viii) Move around the bed to smoothen out wrinkles.
- (ix) Centre the bedspread evenly and unfold over the bed leaving enough room to cover the pillows.
- (x) Fluff the pillows and put on the pillowcases. Pull the bedspread over the pillows and tuck in the bedspread.

Standard operating procedure for cleaning the bathroom

Following points are to be followed for cleaning the bathroom.

(a) Shower and tub area

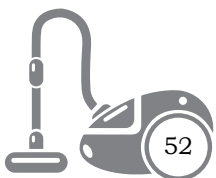
- (i) Clean the shower head and tub fixtures.
- (ii) Make sure to leave the shower head aimed in the correct position. To prevent spotting, and to add sparkle, immediately wipe and polish the fixtures with a dry cloth.
- (iii) Clean the shower curtain or shower door. Pay special attention to the bottom where mildew may accumulate. Always reposition the door or curtain when you are finished cleaning.

(b) Cleaning the vanity and mirror

- (i) Clean the countertop and basin, making sure that you remove any hair from the sink stopper and drain.
- (ii) Wipe up any spillage or spots from toothpaste or soap.
- (iii) Rinse and polish the chrome fixtures so that they shine. Finish cleaning the vanity area by wiping the mirror with a glass cleaner.

(c) Clean the toilet bowl and exterior surfaces

- (i) Flush the toilet to remove any residue and apply the cleaner around and under the lip of the bowl.



- (ii) Scrub the toilet with the brush around the insides and under the lip, then, flush again.
- (iii) Use a damp cloth with a cleaning solution to clean the top of the seat, the lid, and the sides of the tank.
- (iv) Finally, clean the exterior of the bowl, working down the sides to the base.

(d) Replenish the bathroom supplies and guest amenities

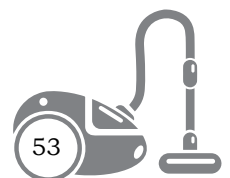
- (i) Towels
- (ii) Washcloths
- (iii) Bath mats
- (iv) Toilet
- (v) Facial tissue
- (vi) Guest amenities should be replenished according to the property standards.

(e) Bathroom walls, light fixtures and electrical outlets

- (i) Spot-clean for fingerprints and other obvious smudges on the walls, especially around light fixtures and electrical outlets. Wipe down the walls and clean both sides of the bathroom door.
- (ii) Starting with the far corner of the bathroom and working back towards the door, mop or wipe down the floor, including the baseboards. Then, gather your things and make your final check of the bathroom. Stop for a moment and visually scan all surfaces— from ceilings to fixtures to the floor. Check that you have left the bathroom in visually fresh and clean condition before turning out the lights.

(f) Vacuuming

- (i) Before vacuuming, loosen the dirt around baseboards with a broom or rag, so that it is easier to pick up.
- (ii) Run the vacuum over all the exposed areas of the carpet that you can reach, including under the tables, chairs and in the closet. Vacuuming



NOTES

- under heavy furniture requires lifting or moving and is usually done only on a periodical basis.
- (iii) However, check under the beds and other furniture for guest belongings or for any debris which must be removed.
- (iv) Start at the farthest end of the room and vacuum your way back.

(g) Final check

This is a critical step in guestroom cleaning. Between just cleaning a room and doing a professional job, carrying out a final check is where all the difference lies. Take a few moments to give the room a careful look from the guest's perspective.

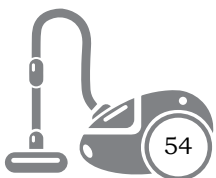
- (i) Start at one point in the room and trail your eyes in a circular fashion from one corner to the next until you have visually inspected each item. By doing so, you may discover something you overlooked or that was difficult to spot in the first cleaning.
- (ii) Ensure that all the furnishings are back in their proper places. Look for little things such as making sure the lampshades are straight and their seams are turned towards the back. Smell the air for any unusual odours. Spray air freshener, if needed. Remember that your last look is the guest's first impression.
- (iii) Leave only when you are satisfied that the guestroom is neat and thoroughly cleaned.

(h) Final step

- (i) Turn off the lights, close the door, and check to see that it is locked.
- (ii) Note the condition and status of the room on your assignment sheet, and proceed to the next room on your schedule.

Standard Operating Procedure for periodic guest room cleaning

Following points are to be followed while performing periodic guest room cleaning.



- (i) Make beds.
- (ii) Do not make beds if waiting for bed skirts or bedspreads. Dust the room, starting with the closet and work your way around, creating a complete square.
- (iii) Dust louvers with a dusting brush and wipe with a rag, if needed. Test the louvers.
- (iv) Wipe down all drawers with a damp rag.
- (v) Clean the safe.
- (vi) Wipe down door frames, picture frames and marks on walls.
- (vii) Dust the lamps and test the light bulbs.
- (viii) Clean under the television.
- (ix) Test the television and remote .
- (x) Wipe down the air conditioner.
- (xi) Clean the telephone and radio with a toothbrush.
- (xii) Clean chair rungs.
- (xiii) Clean wall outlets.

SOP for deep cleaning of the guest room

(a) Turn mattresses and change bedspreads

- (i) Remove the linens (mattress pads, linens, and bedspread) from the bed.
- (ii) Lift the mattresses from the box spring. (This should be a two-person job; use the legs for lifting and not your back.)
- (iii) Lift the box spring off the bed frame.
- (iv) Check for any tear, soil, stains or springs which are popping out.
- (v) Clean the frame and headboard thoroughly.
- (vi) Vacuum behind and inside the bed platform and mattress cording.
- (vii) Rotate the box spring
- (viii) Check pillows for stains or wear and tear and replace with fresh ones.
- (ix) Dust ruffles and straighten it.
- (x) Remake the bed with a clean mattress pad, linens, and bedspread.



NOTES

(b) Dusting of high places or hard to reach areas

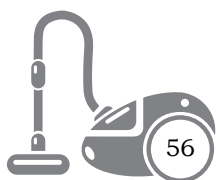
- (i) Using an extended feather duster, dust where the wall meets the ceiling. Use of a stepladder is recommended here.
- (ii) Dust the smoke detectors, sprinklers and any Wi-Fi routers with utmost care.
- (iii) Dust and wipe the tops of almirahs, frames of paintings, curtain holders, etc.
- (iv) Dust light shades and clean with a damp cloth, if needed.
- (v) All AC vents, curtain holders and top of doors are thoroughly cleaned.
- (vi) Clean everything else above your head level.

(c) Clean window glass, grills and draperies

- (i) To clean a window glass, use a scrubber and window cleaner to clean grease marks, fingerprint and hard dirt.
- (ii) Always clean window glass from top to down with a window wiper.
- (iii) Dry and wipe all window frames with a damp cloth.
- (iv) Ensure cleaning the window track thoroughly.
- (v) Remove draperies that need professional dry cleaning from drapery rods.
- (vi) Draperies are labelled with room numbers; send them to the laundry for dry cleaning.
- (vii) Check, inspect and clean the pulls, hooks and rods.

(d) Cleaning walls, carpets and doors

- (i) Use a mild solution or all-purpose cleaner on a soft sponge and clean gently
- (ii) Avoid spraying of the cleaning solution directly on to the wall. Use spray on the sponge instead.
- (iii) Work from the bottom up to avoid streaks, and work clockwise around the room.
- (iv) Stains or marks which cannot be removed are to be reported at the maintenance.
- (v) With the help of cloth, dry all the wiped surfaces.
- (vi) Clean anything hanging on the wall.



- (vii) Wipe switch plates, phone plugs, and wall jacks.
- (viii) Clean the closet walls and luggage racks.
- (ix) Clean both sides of every door, including the viewers, hinges, the frame, locks, and lock plates.
- (x) Follow clockwise direction to clean the carpets and for moving large pieces of furniture.
- (xi) Edge the carpets with a crevice tool or a broom.
- (xii) Take care of the carpet spots. Use standard removal techniques depending on the type of stain.

(e) Cleaning television and other electronics

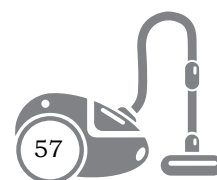
- (i) Switch off the television, so that dirt is easily visible on the black surface.
- (ii) With the help of a soft, clean, lint-free dry cloth or microfibre, clean the LCD television screen.
- (iii) Use multipurpose cleaning solution for cleaning the LCD screen of television.
- (iv) Wipe the frames of the television with the same cloth.
- (v) Use a microfibre cloth to for cleaning of electronic gadgets.

(f) Cleaning of light shades and fire exit map

- (i) With the help of a damp cloth, thoroughly clean the light shade and reposition it.
- (ii) Remove and thoroughly dust the exit sign covers.
- (iii) Wipe inside exit signs with a damp cloth and replace the exit sign covers.

(g) Cleaning of furniture

- (i) Vacuum the upholstery and use a vacuum attachment to get to the tight spots.
- (ii) Check and clean cushions and turn them.
- (iii) Use a fabric cleaner to clean the upholstery spots. Adopt the rub method for this and then blot the area with a white cloth.
- (iv) Check the manufacturer's directions before cleaning spots from upholstery.



NOTES

- (v) Always use an oil-based cleaner on wood furniture.
- (vi) For laminated furniture, use an all-purpose cleaner.
- (vii) Ensure to clean the backs of all furniture and dry them with a clean cloth.
- (viii) Wipe the inside drawers with a clean dry cloth.
- (ix) Report to the maintenance if you find any drawers that do not slide smoothly.

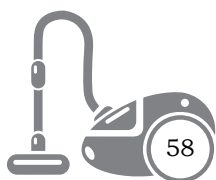
(h) Cleaning the bathroom

- (i) Remove the shower curtain and replace them if required.
- (ii) Soak the hooks in soapy water and replace any broken hooks.
- (iii) Clean the curtain rod and reposition a clean shower.
- (iv) Scrub tile and Grout and use grout cleaner and a grout brush to remove mold and mildew.
- (v) Clean any buildup from the tub, the shower, the toilet, around the sink and the ceramic tile door.
- (vi) Rinse all areas thoroughly. Dry and polish with a dry cloth.
- (vii) Wash the bath mats and also brush the back side of the mat to remove any dirt.
- (viii) Clean dirt from the shower, the tub, around the sink and from the floor tile.

Standard Operating Procedure for cleaning balcony or a patio

The SOP for cleaning a balcony or a patio are given below.

- (i) Enter the balcony.
- (ii) Spray the walls and railings.
- (iii) Scrub and clean the bird droppings.
- (iv) Wipe down the rocking or sitting chairs and table.
- (v) Clean the door tracks appeared on the floor.
- (vi) Sweep the floor.
- (vii) Mop the floor.



Standard Operating Procedure for cleaning public area

NOTES

SOP for cleaning the lifts

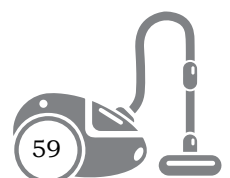
Following points are to be performed while cleaning the lifts or elevators:

- (i) Cleaning of lifts is usually done early morning when least number of guests are expected to use it.
- (ii) Call the lift on the ground floor and open its door.
- (iii) Put an appropriate signboard near it.
- (iv) Start cleaning the lift using the appropriate cleaning liquid. For example, all purpose cleaner, glass cleaner, etc., according to the wall material of the lift cabin.
- (v) Wipe and dry the lift doors.
- (vi) Always work from top to bottom while cleaning a lift cabin.
- (vii) Spray clean air freshener .

SOP for cleaning the front office and lobby

Following points are to be performed while cleaning the Front Office and Lobby.

- (i) Clean and clear all ashtrays of the lobby and front area and throw the waste into the trash ensuring no cigarettes are burning and restore them to proper places.
- (ii) Clear the dustbins near the front office desk and lobby area and replace their lining and keep them as they were.
- (iii) Dust and wipe the telephone device, fax machine, computers, and kiosks.
- (iv) Sanitise the telephone device, computer keyboard, and touch pad of the kiosk.
- (v) Remove spider webs from the ceiling.
- (vi) Dust the walls, windows, furniture and floor.
- (vii) Clean and remove any stains on the carpet and furniture.
- (viii) Perform dusting and cleaning of all the artefacts using a soft damp cloth carefully.



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- (ix) Dust and polish any vases, paintings, and art pieces.
- (x) Sweep and mop the flooring of the lobby and front office desk area.
- (xi) Spray air freshener.

SOP for cleaning the swimming pool

Following points are to be performed while cleaning the swimming pool.

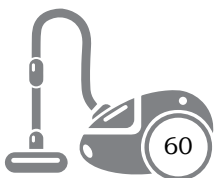
- (i) Check water quality more than once a week.
- (ii) Look for repair and maintenance of any broken tiles or pipes inside the swimming pool.
- (iii) Clean and clear the water as soon as possible.
- (iv) Inspect daily for pool water contamination.
- (v) Remove leaves using leaf catchers.
- (vi) Check and inspect for slippery floor area and the pool bottom.
- (vii) Place the anti-slip mats near the pool.
- (viii) Scrub and clean the bottom of the pool.
- (ix) Clean poolside area and basking chairs daily.
- (x) Place safety signage showing the depth of the swimming pool.
- (xi) Inspect and keep changing rooms up to good quality.
- (xii) Keep the changing room door open when it is not occupied.
- (xiii) Add adequate amount of chlorine in the pool water.

Procedure for entering and leaving the workplace

In most properties, the Housekeeping Attendant's workday begins at the housekeeping desk or the control room. The Housekeeping Attendant needs to ensure correct attendance record so as to keep order and deliver keys correctly.

Follow these points for entering the workplace:

- (i) Wear your uniform at least 15 minutes earlier to ensure having sufficient time to report to work.
- (ii) Check the condition of your uniform to ensure it is free from spots, defects or loose buttons.



- (iii) Ensure proper personal grooming.
- (iv) Check whether name tag is worn properly.
- (v) Report to work at the desk.
- (vi) Attend briefing.
- (vii) Receive work assignment sheets, status reports and keys.
- (viii) Collect information about servicing the public areas.
- (ix) In the floor pantry, the room attendants should assemble and organise the trolley with required linen, guest supplies and cleaning supplies.

Debriefing and going off duty

It is a briefing conducted at the end of the shift. This is usually performed by the managers and supervisors. During debriefing, discussion takes place on the following points:

- (i) Staff discusses the various problems faced during the day operations.
- (ii) They share their experiences and ideas or practical solutions of handling common problems.
- (iii) Information about any incomplete or pending work is given to the next shift staff.
- (iv) Checking the next day's Duty Roster.
- (v) Staff leaves for the day at the end.

Practical Exercise

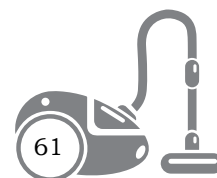
Activity

Visit a hotel in your vicinity and prepare a report on the various Standard Operating Procedures followed in a hotel by the housekeeping department for cleaning different housekeeping areas.

Material required: Notebook, pen, etc.

Procedure

- Visit a hotel nearby.
- Note down various points to be followed while cleaning housekeeping areas.
- Collect information about the departments and their functions from the hotel personnel.
- Note down all the functions as per cleaning standards.



NOTES

- Note down the following SOPs:
 - Guest room cleaning
 - Public area cleaning
 - Cleaning a lift
 - Request to see both cleaned and uncleaned rooms for comparison
- Prepare a report and discuss in the class.

Check Your Progress

A. Match the Columns

Column A	Column B
(i) Lobbies	(a) Standard Operating Procedure
(ii) SOP	(b) Public area
(iii) Debriefing	(c) Blanket
(iv) Bed linen	(d) A short meeting that takes place before leaving a place.

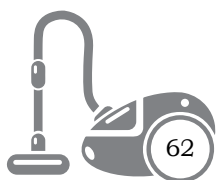
B. Subjective Questions

1. What is SOP? Why is it needed in a hotel?
2. Discuss the cleaning of the following areas.
 - (a) Lobbies
 - (b) Furniture
 - (c) Balcony
3. Explain the procedure for entering and leaving the workplace.
4. Write the step-by-step SOP for cleaning the swimming pool.

SESSION 3: PREPARING THE WORK AREA FOR CLEANING AND READYING THE PUBLIC AREA ATTENDANT TROLLEY

Work area for cleaning

It is the responsibility of guestroom attendants and Housekeeping Attendants to maintain guestrooms, working areas and the hotel premises and always keep them in a clean and orderly manner. The floor supervisor is responsible for supervising room attendants to ensure an excellent guest satisfaction and experience.



The floor supervisor may also be required to assist the housekeeping manager in various activities from time to time. Thus, the floor supervisor coordinates with daily housekeeping operations and maintains the housekeeping operating standards. Before starting the cleaning work on the assigned area, the floor supervisor is needed to prepare that area for cleaning. This ensures efficient cleaning and maintenance.

Prepare the work area for cleaning

The standard of property and the type of fittings and furnishings will determine the time required for completing the cleaning task.

The performance standard will vary from property to property but their purpose remains the same, i.e., to establish the standards and procedure for cleaning items.

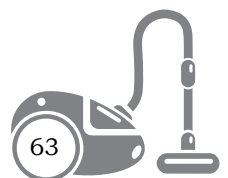
For example, spray the vanity top spray with an all-purpose cleaner and wipe the surface with a clean, dry cloth, wiping it dry until it is free from spots, marks etc.

Before you start cleaning, you will need to collect all the equipment for servicing a public area. Some of the items you will need are listed below:

- (i) Cleaning supplies
- (ii) Cleaning equipment, including vacuum cleaner
- (iii) Duster and other linens
- (iv) Public area checklist
- (v) Personal protective equipment
- (vi) Cleaning inventory list

A cleaning inventory list for an assigned area is a checklist that will usually—

- (i) tell which items need to be cleaned, checked and maintained in the assigned area.
- (ii) show the sequence that you should use when performing the cleaning task.
- (iii) tell you how often items must be cleaned. Generally items need to be cleaned either daily, twice a week, weekly, monthly and so on.
- (iv) besides cleaning items on a regular basis, most areas are deep cleaned once or twice a year.



Sign On or the In Procedure

A Housekeeping Attendant would report to the control desk supervisor or housekeeping manager at the beginning of one's shift and attend briefing. After attending the briefing session, the attendant would perform Sign On or the In Procedure that includes signing for the assigned section key, picking up the work assignment sheets and picking up supplies.

Preparation for cleaning

- (i) Wear the correct PPE (Personal Protective Equipment).
- (ii) Put up the 'cleaning in progress' signs.
- (iii) Put up barriers to stop people from entering the area, for example, furniture across a doorway, put the cleaning trolley across the doorway
- (iv) Pre clean if necessary, by removing dirt and the things you can see, for example, sweep the floors or wipe food waste from the benches.
- (v) Treat any stains or spills using the correct products.
- (vi) Choose the correct equipment.

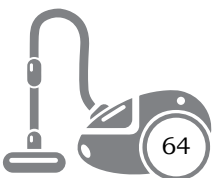
Leaving procedure

At the end of your shift, you will be required to perform some closing tasks.

- (i) Replenish your cart.
- (ii) Sign out
- (iii) Hand in lost and found items— according to the house policy.
- (iv) Complete maintenance requests (noted on work assignment)
- (v) Report any refusal for service, or anything doubtful to your supervisor.
- (vi) Check work schedule before leaving.

Replenish cart

- (i) At the end of your shift, you will be required to restock the cart and caddy in order to prepare for the next day or next shift.



- (ii) Restock as per the house policy
- (iii) Dispose of soiled linen, garbage bags and recyclables at the designated areas.
- (iv) Return the unused supplies.
- (v) Clean storage rooms.

Sign out

For security reasons all the issued items must be returned to the control desk at the end of the shift.

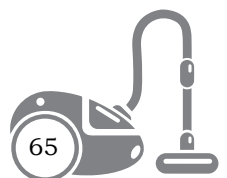
Public area floor rules

The importance of a clean public area to a guest must be understood and appreciated by all housekeeping staff. There are certain rules to be followed by the housekeeping staff as they go about their work on the public area floor. The most essential and usual rules are as follows:

- (i) The staff should be calm and polite, greeting guests according to the time of the day.
- (ii) Public area attendant should follow the standard procedure for entering and leaving the work area.
- (iii) Public area attendant should keep the safety signboard when doing the cleaning.
- (iv) Public area attendants should keep their cart parked in a place where it will not cause inconvenience to the guest.
- (v) The staff should not leave any kind of notes to the guest.
- (vi) If a guest acts in a strange manner or one that makes a public area attendant uncomfortable, the public area attendant should make an excuse to leave and contact the supervisor.
- (vii) Public area attendant should not throw any paper or item found in these areas. All the items found should be reported to the supervisor and handed over to the lost and found section.

Importance of ventilation in the work area

It is important to ventilate the assigned cleaning area before starting the cleaning task. Nowadays, most of



the new office buildings and workplaces are highly insulated and practically air tight. While this serves the purpose of cost effective energy bills, one major downside of tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture and stale air that can carry contaminants and pathogens have no outlet. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be improved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans and keep the doors and windows open before starting the cleaning work.

Exhaust fan: is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

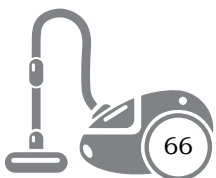
What to do when there is no exhaust fan?

If you are cleaning a restroom with no exhaust system, keep the door open. Place a 'cleaning in progress' sign in the doorway.

Public area cleaning work flow

Table 3.3

Floor terraces and balconies	• Garden terraces are the responsibility of the gardener and the houseman; it is the duty of the gardener to look after the condition of the plants, removing dead leaves and blossoms whenever necessary. • The houseman removes any debris, and also ensures that terrace floors, under planters, tables or garden umbrellas are thoroughly cleaned and dried.
Elevators	• Housekeeping Attendant is responsible for the cleanliness of the interior of the elevator cars. • Cleaning the elevator involves a thorough cleaning of walls, ceilings and floors once daily. For cleaning the elevator first the elevator car should be taken to the lower most floor. • Cleaning and polishing must be done in the early hours of the morning when guest traffic is at its lowest. Particular attention must be paid to recessed lightning troughs, ventilation louvres, door sills and grooves and the area around the operator's control panel.

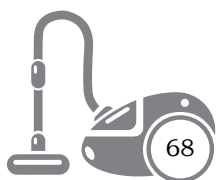


Corridor— guest floors	• Public area attendant is responsible for the cleanliness of ceilings, walls and floors. • Carpeted floors should be vacuum cleaned daily, tiled floors to be brushed, swept clean and then wet mopped. • Remove stains. • Floor tile edges, corners, baseboards and the immediate wall area above are to be inspected to ensure that there are no water marks. All lighting fixtures in corridors are to be cleaned as often as required. • Clean the fire extinguishers and fire extinguisher recesses, including glass doors.
Corridors— back house	• Housekeeping Attendant should sweep and mop the entire corridors—back house. • Corridors leading to offices and lounges may be fitted with carpet or linoleum. • Linoleum surfaces may be mopped while the carpets are vacuum cleaned.
Floor pantries	• Housekeeping Attendant is responsible for each floor pantry (on rotational basis). This ensures that the pantry is kept clean and neat at all times. This assignment includes floor cleaning, dusting and the arrangement of shelving. Also, the Housekeeping Attendant sees that the pantries are free from dishes, silverware, bottles and other trash of all kinds.
Mop and janitor closet	• Housekeeping Attendant is assigned the responsibility of the maintenance of mop closets. These responsibilities include the total cleanliness of these areas— wall, ceiling, floors, sinks and light fixtures. • No accumulation of bottles or other trash is to be permitted at any time. • No mops should be permitted to remain in these areas unless they have been thoroughly washed, rinsed and dried.
Service lobbies and service stairways	• Housekeeping Attendant is assigned the task of cleaning these areas on a daily or more frequent schedule, depending upon traffic requirements.
Function rooms	• Housekeeping attendant makes sure that the cleaning of function rooms is done on a daily basis. • This cleaning schedule involves the procedure of daily cleaning and inspection. • The walls and ceilings, windows and window frames, floors and carpeting, lighting fixtures, draperies, pictures, lamps, and furniture should be cleaned on a daily basis. • Special attention should be paid to the legs of chairs and tables and to the bases of floor lamps.

Lobby	• Lobby should be cleaned according to its character, particular facilities provided, and the activities and volume of traffic. • This includes walls, ceilings and floors, all metal work, lighting fixtures and lamps, air handling outlets, planters, windows and draperies, showcases, display boxes, cigar stands, bell captain's desk, concierge desk, checkrooms and public toilets. • Marble work, terrazzo floors and stairways are to be separately set forth to ensure that the procedures followed will ensure meticulous cleanliness without damage to these surfaces. • Aluminium, bronze, stainless and cast iron metal works are to be kept well-polished.
Restaurants	• Housekeeping attendant works in close cooperation with the employees of the food and beverage department to ensure that the areas are clean and serviceable. • Legs of chairs and tables, and bases must be wiped daily. • Soiled dish trolleys, pantry carts and other wheeled equipments should receive a thorough daily cleaning with particular attention to castors to ensure that they are free from grease, food or mop strands.
Offices	• The Housekeeping Attendant is responsible for the cleaning of office, reception and meeting rooms. • This cleaning procedure includes desks, chairs, and other furniture such as filing cabinets. • The Housekeeping Attendant should remove loose papers, files, folders, reports, etc. from the top of the desk and filing cabinets at the close of each working day, and store them in drawers, cupboards and filing cabinets. • Accounting book, records, purchase orders, invoices, payroll materials, etc. must not be kept loose. • The dustbins have to be cleared and carpets hovered.
External areas	• External areas include gate, roads leading to porch, the porch itself, car parking, gardens, walkways, fountains, beaches, etc. • Yard brooms are used for cleaning of these areas. • The dirt and dust accumulated must be gathered in mobile trash cans and deposited at the municipal dump located in the precincts. • Beaches are kept clean with sand rakes.

Chambermaid's trolley

As the name suggests, the Chambermaid's trolley is a trolley on wheels consisting of a number of compartments and shelves of various sizes to accommodate various housekeeping supplies. At the end of each shift, the trolley is re-filled with housekeeping items so that the next shift staff can access it immediately.



SOP for readying the housekeeping cart or the Chambermaid's trolley

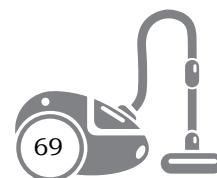
- (i) Empty the trolley.
- (ii) Check for any broken parts.
- (iii) Clean it by dusting and wiping any stains.
- (iv) Place the items according to their weight—heaviest items at the bottom and lighter items at the top section of the trolley.
- (v) Place the linen for different purposes separately.
- (vi) Close the lids of cleaner bottles and liquid cans tightly.
- (vii) Record the numbers and types of items loaded in the trolley for the rooms.
- (viii) Collect the keys.
- (ix) Take the trolley to the assigned area.
- (x) Park it outside the area.

Public area checklist and records

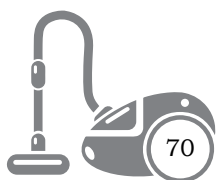
Public areas include breakfast room, guest laundry, fitness room, pool area, business centre, public restrooms, lobby, and meeting rooms. All these areas must be cleaned and inspected every day just like the guest room. Our last inspection is guest's first impression of the property. Each of the public spaces at any hotel must have an inspection checklist form. This specific form will ensure that all components of that area have been cleaned and are ready for the guest to use.

Table 3.4 Public space cleaning checklist

Section	Task	Initials
Starting shift tasks	• Retrieve the full stocked cart and gather any remaining supplies • Sign out keys	
Lobby and vestibule areas	• Dust and straighten all furniture, lamps, pictures • Wipe down window sills • Wipe down glass on all entrance doors • Remove rugs and shake out the dirt from them • Move furniture away from the walls and windows to sweep and mop or vacuum the floor • Wipe down the luggage carts • Wipe down coffee station and reorganise contents • Wipe down all telephone banks	



Public restrooms	• Wipe down the door and both handles • Take trash out • Wipe down inside, outside and lid of trash cans • Wipe down vanity, sink and faucet • Wipe down the mirror • Clean the toilet— inside stool, seat and the base • Sweep and mop the floor • Restock towels, soap, tissue and toilet paper, as needed	
Elevator	• Vacuum carpet or sweep and mop flooring • Wipe down walls and stainless steel panels • Clean lighting panels,as needed • Sweep and clean elevator tracks	
Hallways and Stairwells	• Spot check the hallways—vacuum or sweep, and mop where needed • Check stairwells—vacuum or sweep, and mop where needed • Wipe down all window sills in stairwells • Wipe down all window sills at the end of each corridor • Wipe down the blinds on the windows • Check AC settings and reset to 22–23° C • Wipe down the top and sides of all vending machines. Check underneath and on sides for trash. • Wipe down the top and sides of all ice machines. • Check underneath and the sides for trash.	
Guest laundry	• Take trash out • Wipe inside and outside of the trash can • Wipe down the folding table • Wipe down the outer sides of all machines • Check vending machines and make sure they are full • Check and clean the inside of the machines • Check and clean the lint trap in the dryer • Sweep and mop the tile floor	
Fitness room	• Take trash out • Wipe inside and outside of trash can • Wipe down machines • Turn TV on to check its functioning • Vacuum the carpet • Stock towels and cups as needed • Wipe down mirrors and windows	
Pool Area	• Take trash out • Wipe down tables and chairs • Stock towels • Clean the windows	
Meeting or conference rooms	• Wipe down all furniture • Vacuum the carpet or sweep and mop floors	



End of shift tasks	• Vacuum the carpet or sweep and mop floors • Clean and restock cart for the next shift • Make sure all areas are locked and secured	
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Check with your supervisor when you have finished this list. They will inspect your work before you are allowed to leave for the day. A separate checklist should be used for each hotel to ensure that all the items are completed.

Practical Exercise

Activity 1

Visit a hotel in your vicinity and prepare a report on the public area cleaning work flow.

Material required: Notebook, pen, etc.

Procedure

- Visit any hotel nearby.
- Plan an activity and demonstrate the various points to be followed while cleaning public areas work flow.
- Collect information about all the functions from a Housekeeping Attendant.
- Note down all the functions as per cleaning standards.

Activity 2

List various activities performed before starting a cleaning task.

Material required: Notebook, pen, etc.

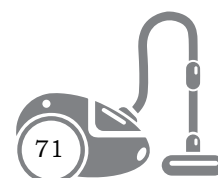
Procedure

- As per your observation during the visit, list various activities performed before starting a cleaning task.
- Follow SOPs for all the cleaning activities.
- Collect information about all the functions from the Housekeeping Attendant.
- Prepare a report and submit in class.

Check Your Progress

A. Match the Columns

Column A	Column B
(i) Starting shift task	(a) Clean and restock cart for next shift
(ii) End shift task	(b) Sign out keys
(iii) External areas	(c) Exhaust fan

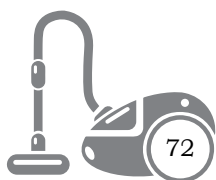


NOTES

(iv) Ventilation	(d) Gardens, walkways, fountains, beaches, etc.
(v) Public area	(e) Corridor

B. Subjective Questions

1. Write the steps to be followed while preparing the work area for cleaning.
2. Explain public area floor rules.
3. Write the importance of ventilation in a work area?
4. Describe the public area cleaning workflow.



Unit 4



Preparing for Manual Housekeeping - II

In modern times, it is difficult to think of completing any work without the use of machines or equipment. In the hotel industry, the housekeeping department uses different types of equipment and machines. These equipment are used for various purposes like cleaning, polishing, etc. It not only saves time but also provides quality work; thus, ensuring that the hotel's cleaning standards are met.

The requirements of equipment and the cleaning material depends upon the type of surface to be cleaned. A thorough knowledge of the Standard Operating Procedures (SOPs) should be provided to the staff who are going to use these chemicals and equipment.

During the cleaning or before starting any cleaning operation, the housekeeping staff has to communicate with the other concerned departments, specially room service and front office to exchange information about removing any left over items in the guest rooms, eatables, drinks etc. During the communication process, the housekeeping staff must be polite and well-behaved.

SESSION 1: CLEANING AND CARE OF HOUSEKEEPING AREAS, EQUIPMENT AND SURFACES

Areas under the housekeeping department

Keeping an area clean and spotless is the basic need of any hotel organisation. This is where the housekeeping comes in. The housekeeping department can be further divided into the following two areas—

1. Front of the house areas
2. Back of the house areas

The components of front and back of the house are shown in Table 4.1

Table 4.1 Front and Back areas of hotel

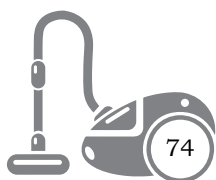
Front of the house areas	Back of the house areas
Corridors	Linen rooms
Elevators	Administrative offices
Hotel entrance	Staff locker rooms
Front desk areas	Laundry
Lobby	Store room
Public restrooms	

Surfaces in the hotel

There are various types of surface in a hotel. The housekeeping staff is responsible for the care and maintenance of the hard surfaces. They must know the composition of these surfaces, the specific type or variant, and the optimal cleaning and maintenance procedures.

The type of hard surfaces commonly used in hotels include the following.

- I. Metals
- II. Glass
- III. Plastic
- IV. Ceramics
- V. Wood
- VI. Stone
- VII. Leather
- VIII. Rubber



I. Metals

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Metal surfaces are seen as a whole or a part of many fixtures, fittings, and items of furniture. The most commonly used metals are listed below.

1. Silver

This soft, malleable, ductile metal has a brilliant sheen when well-polished. Silver is chemically unaffected by pure water, pure air, and majority of food stuff, but gets scratched easily if pure.

Silver is used as the plating in electroplated nickel silver for making cutlery, utensils, vases, and decorative artefacts.

Types of silver

- (i) Sterling Silver: it is an alloy containing 92.5 per cent silver and the rest is mainly copper.
- (ii) Silver-plated or Electroplated Nickel Silver
- (iii) Table silver or silverware: it is usually made of silver-plated alloy by plating of nickel silver alloy.
- (iv) Nickel silver: it does not contain any silver at all.

Cleaning procedure

- (i) Clean and wash the article in a hot solution of synthetic detergent, scrubbing with a piece of cotton cloth.
- (ii) Rinse in hot water and place on a tray where a sheet of aluminium has been placed.
- (iii) Wipe and dry the article with a lint-free linen cloth or chamois leather.

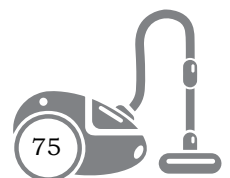
2. Steel

It is used for making different material like railings, dust bins, working tables, trolleys, etc., used in hotels.

Types of steel

The following types of steel are to be cleaned.

- (i) Chrome steel: it is a steel with chromium coating used for manufacturing taps, bath handles, shower fittings, etc. With constant use, these



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can become spotted with water marks or get greased but do not tarnish.

- (ii) Stainless steel: this is corrosion resistant. It is used in making cutlery, sinks, water closets, etc.

Cleaning procedure

(a) Stainless steel

- (i) It is washed in a hot solution of synthetic detergent using a soft nylon scrubber, rinsed with clean water and immediately dried with a soft cloth.
- (ii) The use of abrasive material, ash, vim powder, etc., can cause scratches.

(b) Chrome steel

- (i) Wipe or wash chrome steel with a synthetic detergent solution, and remove stains with soft steel wool.
- (ii) Clean the article with water and buff with a soft cloth.

3. Copper

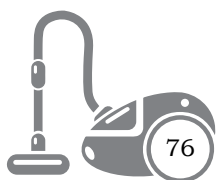
It is an orange-brown shade metal and has a light sheen. It is used for countertops in bars and restaurants; bowls, vases, and urns in lobbies and guestrooms; and utensils in the kitchen.

Cleaning procedure

- (i) Wash copper articles with warm water.
- (ii) Rub it with a mixture of salt, fine sand, and vinegar using rags to clean.
- (iii) Rinse it in cold water and then dry with a soft cloth.
- (iv) Apply a thin coat of vegetable oil to the surface to retard further damage.

4. Brass

It is a golden-brown metal, and is an alloy of copper and zinc. It is mainly used in making door and window fittings, stair rods and railings, foot rails in bars, taps, ashtrays, and decorative ornaments.



Cleaning procedure

- (i) Remove the dust and dirt from the brass surface with a duster.
- (ii) Rub the article with a paste made of white flour, salt and vinegar in equal parts.
- (iii) Use spirit of salt (hydrochloric acid) for corroded brass.
- (iv) Apply polish using a damp rag and cotton.

5. Bronze

This is an alloy of copper and tin and is used in making medals and art pieces. It does not tarnish easily.

Cleaning procedure

- (i) Wash well with water and then apply a mixture of one part muriatic acid and two parts water with a piece of flannel.
- (ii) Allow the piece to dry and then polish it with vegetable oil.

6. Aluminium

This metal is silvery, lightweight and highly malleable and ductile. It is mainly used to make fittings and other utensils. It gets scratched usually and bends easily.

Cleaning procedure

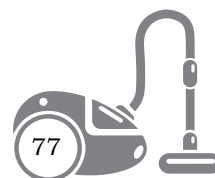
- (i) Clean and wash it in a hot solution of synthetic detergent using soft steel wool to scrub.
- (ii) Wipe and dry well.
- (iii) Apply liquid wax polish to maintain the gloss.

7. Iron

It is used in making furniture, buckets, dustbins and cookware.

Cleaning procedure

- (i) Clean the iron surface by hand using hot water and a sponge or stiff brush.
- (ii) To remove the stuck-on food or dirt, scrub with any abrasive.



II. Glass

It is a transparent, lustrous and brittle substance that is made from silica and a mixture of pure, fine sand, soda or potash, and other materials. It is used in making doors, windows, furniture, vases, light fixtures, mirrors, tableware, partitions, bottles, etc.

Cleaning procedure

- (i) Every small mark and smudge can be seen on the glass, hence it is necessary to keep dusting it.
- (ii) Slight soiling and grease can be removed away by wiping it with a solution of vinegar and water (1:1), or a solution of 9 ml liquid ammonia in 1 litre of water.
- (iii) For cleaning a larger surface, a window squeegee can be used.
- (iv) Stubborn stains can be removed by wiping with a cloth moistened in methylated spirit.

III. Plastic

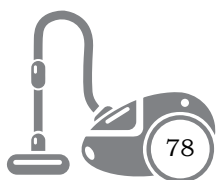
It is a resinous synthetic polymer which is light in weight, resistant to chemicals, non-conductors of electricity, non-absorbent, resistant to moths, have a tendency to get scratched and discoloured, produce toxic fumes on burning, are not biodegradable and attract dust due to static electricity. They have a wide use in the hospitality industry from making furniture, wall coverings to floor coverings and cleaning equipment.

Cleaning procedure

- (i) Wipe with a damp cloth everyday.
- (ii) Light spoilage can be removed by wiping with a warm solution of any synthetic detergent.
- (iii) Stains can be removed by rubbing with a cloth soaked in methylated spirit.

IV. Ceramic

These are made from sand and clay with other ingredients to produce various kinds of ceramic. Ceramic is coated to give a glossy, shiny and glassy finish. This is known as glazing. If unglazed, it is highly porous. Ceramic is used



for making sanitary fittings, drain pipes, vases, floor tiles, wall tiles and finishes, cooking utensils and crockery.

Types of ceramic

Earthenware

Heavy, porous material used in making jugs, bowls, vases and ashtrays

Glazed earthenware

White clay which makes it thick and opaque, and then glaze is applied on the surface as this clay is highly porous

Vitrified china

Also called vitreous china, it is very hard, strong and heavy.

Porcelain

This is made from kaolin (china clay) and china stone or feldspar (rock-forming minerals). It has a translucent body and is extremely hard and strong. It is used to make cups, saucers and other crockery.

Bone China

It contains bone ash and china clay. This makes the clay easier to work and gives it strength. It is very thin but strong and impervious.

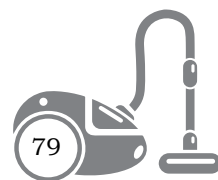
Cleaning procedure

- (i) Ceramics should be handled with care during cleaning since they crack and chip easily. Also, too hot or extremely cold water must be avoided.
- (ii) A warm, neutral synthetic detergent can be used and stubborn stains can be removed by rubbing with a damp cloth soaked in sodium bicarbonate.

V. Wood

Being a porous material, wood absorbs water as well as dust. It is also prone to fungal attacks and pest infestations.

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Types of wood

- (i) *Hard board*: it is a type of thin, flexible board made of compressed and processed wood pulp.
- (ii) *Plywood*: is manufactured by glueing together many thin sheets of hardwood, which are termed as piles.
- (iii) *Blackboard*: is made up of plywood veneers laid over a core of wood strips.
- (iv) *Cork*: is a material obtained from the outer, light-brown bark of the cork oak.

Cleaning procedure

- (i) Since wood is porous, care should be taken to not use water. Instead, only dust the wood surface. The most common treatments are as follows.
 - Beeswax, varnish, lacquer
 - French Polish
 - Paint

VI. Stone

These are used mainly as floor finishes and external walls in the hotel. Other areas where they may be found are table tops, countertops and the top of vanity unit or furniture.

Cleaning procedure

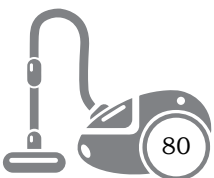
- (i) Stone surfaces can be cleaned using synthetic detergents and hot water. Stains may be removed using fine abrasives.
- (ii) Use of acids and strong alkalis should be avoided as they cause pits on the surface.

VII. Leather

Genuine leather is made from the skin of other animals, whereas imitation leather is manufactured from synthetic material.

Cleaning procedure

- (i) General cleaning is dusting the item; if required, it can be cleaned with a damp cloth using a mild detergent.



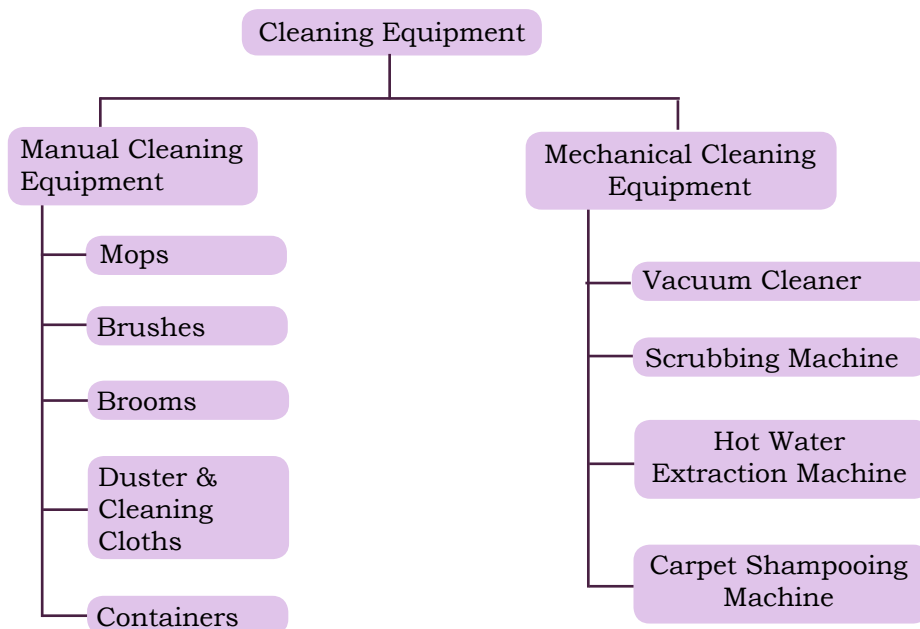
VIII. Rubber

Rubber flooring is mainly used in commercial industries and in high traffic areas. This type of flooring has resilient properties. The rubber surface is easy to clean and suitable for hard wearing rooms like gymnasium area, playrooms etc. Such a flooring is durable, easy to maintain, water and slip resistant.

Cleaning procedure

- (i) General daily cleaning is by dusting the rubber floor. If required, it can be damp cleaned with a mild detergent also.
- (ii) Wipe or mop with a soft cloth.
- (iii) Avoid using hot water, scrubbers or abrasives on the rubber floor, since these may scratch and damage the same.

Cleaning equipment used in the House Keeping department



I. Manual cleaning equipment

(i) Mops

The different types of mops used in manual cleaning are as follows.

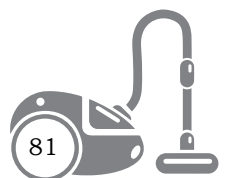




Fig.4.1: Mop (dry/wet)



Fig.4.2: Wiper

Dry mop: is made from cotton or a synthetic fibre. It is used to dust the floor.

Wet mop: is used to clean highly soiled area.

Squeegee: is used for cleaning windows.

Wiper: is used to remove water from the floor or any other surface (Fig. 4.2).

(ii) Brushes

The different types of brushes used in manual cleaning are as follows.



Fig.4.3: Toilet Brush

Scrubbing/T. Brush: is used for scrubbing the floor.

Carpet brush: is used to remove dust from the carpet.

Toilet brush: is used for cleaning WC or the toilet bowl. (Fig. 4.3)

Feather brush: is used for cleaning delicate surfaces like TV cabinet, AC, bedside lamp, etc. (Fig 4.4)

Upholstery brushes: are used to loosen out the dust embedded between the fabric fibres in upholstered chairs and sofas (Fig. 4.5).



Fig.4.4: Feather Brush



Fig.4.5:
Upholstery brush

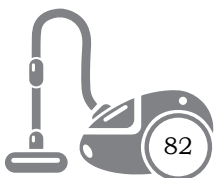
(iii) Broom

The different types of brooms used in manual cleaning are as follows.

1. *Soft broom:* is used to remove the dust and dirt from the internal surface (Fig. 4.6).



Fig.4.6: Soft Broom



2. *Hard broom:* is used for cleaning (sweeping) hard floor. (Fig. 4.7)

3. *Yard broom:* is used for sweeping gardens. (Fig. 4.8)

4. *Ceiling broom or the Cobweb remover:* are used to remove cobwebs as well as dust from cornices, ceiling and high ledges. (Fig. 4.9)



Fig.4.7: Hard Broom



Fig.4.8: Yard Broom



Fig.4.9: Ceiling Broom

(iv) Dusters and cleaning cloths

The different types of dusters and cleaning cloths used in manual cleaning are as follows.

1. *Floor cloth:* is used for cleaning dust from the floor.
2. *Duster:* is used for wiping out the dust.
3. *Chamois leather:* when wet, it is used for cleaning windows and mirrors; when dry, it is used for polishing silver.

Colour coded duster

These are of the following types.

1. *Green duster:* is used to dust room surfaces like tables, chairs, door frames, etc.
2. *Purple duster:* is used for dusting in the bathroom like chrome fixture and the tiles.
3. *Orange duster (colour-coded floor mop):* is used for mopping the bathroom floor only. This duster should not be used in the room.
4. *Sky blue duster:* is used for dusting or wiping the mirror or glass.
5. *Red duster:* is used for dusting and wiping the water closet. This duster should not be mixed with other dusters.
6. *Plain white duster:* is used to wipe the drinking glass cups, gargle glass, etc. This duster should be with room attendant in his pocket and it should not be mixed with other dusters.

(v) Containers

1. *Bucket*: is used for carrying water.
2. *Dustpan*: is used for collecting dust by hand brush and soft broom (Fig. 4.10).
3. *Trash can*: is placed in public areas and used to deposit garbage. It is the same as a big dustbin.
4. *Room attendant's trolley*: is used for carrying all the items required for cleaning a room (Fig. 4.11).
5. *Caddy*: used for carrying chemicals and brushes.



Fig. 4.10: Soft broom and Dustpan



Fig. 4.11: Housekeeping trolley



Fig.4.12: Vacuum Cleaner



Fig. 4.13: Scrubbing Machine

II. Mechanical cleaning equipment

The mechanical cleaning equipment used in manual cleaning of housekeeping are as follows.

(i) Vacuum cleaner

It is used to remove dust and trash from the carpet or floor. There are dry as well as wet cleaning vacuum cleaners (Fig. 4.12).

(ii) Scrubbing machine

It is used for scrubbing the floor (Fig 4.13).

(iii) Hot water extractor machine

It is used to remove the more deeply embedded spoilage which is not easily removed by suction cleaning. (Fig. 4.14)

(iv) Carpet shampooing machine

These machines, as indicated by the name, are designed for the deep cleaning of carpets that are heavily soiled. (Fig. 4.15)



Fig. 4.14: Hot water extractor machine



Fig. 4.15: Carpet shampooing machine

Selection criteria of cleaning equipment

The housekeeper should have knowledge of choosing and handling the cleaning equipment. This helps in saving time, labour and cost. While choosing an equipment, the following selection criteria should be kept in mind.

Quality and durability

Before selecting any equipment, its quality and durability should be checked. The quality of equipment can be found from the feedback from an organisation that has already used these machines. Then we can purchase the machine.

Reliability

It implies the reliability of a supplier to meet the deadline so that the equipment is supplied on time. Also a good, prompt and satisfactory after-sales service adds to the reliability of the equipment supplier.

Purpose of the equipment

The purpose of purchasing any equipment should be very clear — as to what would be its use or function, and also where would it be used.

Transportation

Timely transportation is required to replenish the stock.

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This includes gathering information on whether the supplier has enough facilities to transport the equipment or not. Therefore, it is better to have a contract with the local office. The equipment should be light and easy to operate. After sales service stock should also be available so that there is no problem in getting repairs or replacement of spare parts.

Knowledge

It refers to the know-how in terms of the usage of the equipment. People handling the equipment should be trained in its handling.

Cost factor

The equipment is also chosen based on the organisation's budgetary limit.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) refers to the clothing or equipment worn by the staff for protection against hazards. PPE prevents the transmission of microorganisms, by serving as a barrier.

Table 4.2

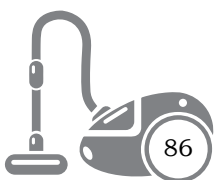
Types of PPE	Uses
Eye safety glasses	Eye protection
Safety gloves or Nitrile gloves	Skin protection clothes
Respiratory protection (Mask)	Respiratory protection

Importance of safety signboard

Safety signboard is a useful tool to help protect the health and safety of employees and workplace visitors.

Safety signboards are used for the following.

- (i) Draw attention towards safety hazards, especially those that may not be obvious.
- (ii) Remind employees how personal protective equipment must be worn.
- (iii) Show the place where emergency equipment is located.
- (iv) Indicate where certain actions are prohibited.



Practical Exercises

Activity 1

Visit a hotel in your vicinity and prepare a report on the types of mechanical equipments used in a hotel.

Material required: Notebook, pen, etc.

Procedure

- Visit any hotel nearby.
- Demonstrate the use of various mechanical equipment for housekeeping functions.
- Collect and note down all the functions of housekeeping equipments in your notebook.
- Prepare a report and discuss in the class.

Activity 2

Visit a hotel in your vicinity and prepare a report on the various types of manual equipment used by the housekeeping department.

Material required: Notebook, pen, etc.

Procedure

- Visit any hotel nearby your area.
- Demonstrate the use of various manual equipment for housekeeping functions.
- Collect and note down all the functions of housekeeping equipment in your notebook.
- Prepare a report and discuss in the class.

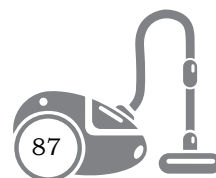
Check Your Progress

A. Match the Columns

Column A	Column B
(i) Wiper	(a) Mechanical equipment
(ii) Vacuum cleaner	(b) Manual equipment
(iii) Room attendant's trolley	(c) Used for carrying chemicals and brushes
(iv) Caddy	(d) It is used for carrying all items for cleaning a room.
(v) Wet mop	(e) Used to clean a highly soiled area

B. Subjective Questions

1. Write the different types of equipment needed to maintain cleanliness in a hotel.



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2. Explain the procedure of cleaning the surface made up of
 - (a) Glass
 - (b) Brass
 - (c) Marble
3. Write the different points for selection of equipment.
4. Classify the cleaning equipment used in the housekeeping department.
5. Explain the various types of manual and mechanical cleaning equipment.

SESSION 2: HOUSEKEEPING CLEANING AGENTS, PERSONAL HYGIENE AND HANDLING WASTE MATERIAL

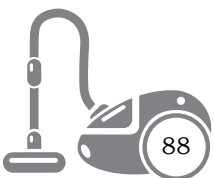
Housekeeping Chemicals

Cleaning agents or cleaning chemicals are used for removing dust and dirt from various surfaces in a hotel. These include detergents, acidic as well as alkaline cleaners, solvent cleaners, disinfectants, deodorants, laundry aids, polishes, floor seal and abrasives. They are of primary importance to the housekeeping staff in keeping the hotel neat and clean.

Apart from water and regular detergents, the housekeeping staff also uses cleaning chemicals, which are often available in the form of liquids, blocks, and powders.

The actual cost of detergents, seals, polishes, disinfectants, etc., may be only eight per cent of the total cost of cleaning and maintenance, but the use of unsuitable products will undoubtedly lead to a waste of time and energy, damage surfaces, possibly cause accidents, and as a result, increase the overall expenditure. Wherever possible, the products should be standardised, thereby affecting savings on material and labour.

Solid dirt is relatively easy to remove and does not create too many difficulties, but problems can occur when dirt is mixed with grease or oil.



Dust and Dirt

Before beginning cleaning, it is important to understand the difference between ‘dust’ and ‘dirt’— two terms that are quite often used synonymously by a layman.

Table 4.3: Difference between dust and dirt

S.No.	Dust	Dirt
1.	It refers to the loose particles floating around in the air. It may or may not be visible to the naked eye.	It refers to the dust or other materials which stick to a surface.
2.	It can be easily removed by either dry or damp dusting.	Its cleaning requires the use of friction in conjunction with a cleaning agent.
3.	Dust becomes dirt over a period of time.	May not be possible to remove after long periods.

Various cleaning agents

(a) Water

Also known as a universal solvent, water is an effective cleanser and meets the standards of most hotels. Water is a surface active agent.

(b) Detergent

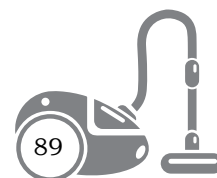
It is a cleaning agent made from the base of either pure soap or organic chemicals. Detergents are of two types.

(i) Soapy detergent

This type of a cleaning agent is made from animal or vegetable fat. It may be available in the form of a soap or flakes.

(ii) Synthetic detergent

This type of a cleaning agent is made from organic chemicals derived from petroleum. These are effective for cleaning the floors. It is available in powder, liquid, gel or crystal form.



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(c) Acid cleaners

These are mild acids used in the form of a solution, followed by thorough rinsing. Examples of acid cleaners are acetic acid or concentrated hydrochloric acid. Wear gloves and a face mask while handling acid cleaners.

(d) Alkaline cleaners

These are used mainly in the laundry for the removal of grease marks. Examples of alkaline cleaners are as follows.

Table 4.4: Alkaline cleaners and their uses

Name of Alkaline cleaner	Uses
Sodium carbonate (washing soda)	Softens water and removes light grease marks
Sodium hydroxide (caustic soda)	Removes grease from grills and blocked drains
Sodium hypochlorite (bleach)	Whitens and removes stains from hard and soft surfaces

(e) Solvent cleaners

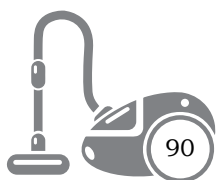
Solvent cleaners are used for the cleaning of upholstery, metal, plastic and furniture surfaces. These help in removing dirt, grease and oil from the metal, plastic and composite surfaces. These are also effective for cleaning window glass, mirrors and picture frames. Some of the popular solvent cleaners are Turpentine and Methylated spirits.

(f) Disinfectants

Disinfectants are the substances used for killing harmful bacteria and microorganisms. Phenol in dilute or concentrated form is mainly used for cleaning walls, furniture and floors.

(g) Deodoriser

Deodoriser are used for the removal of bad smells from the air. These are mainly used in guest room, bathrooms and in public areas. Examples of deodorants are room fresheners, bathroom fresheners and naphthalene balls.



(h) Laundry aids

These are fabric stiffeners and conditioners used during laundering process. Some popular Laundry aids are water softeners, colour removers etc.

(i) Polishes

Polishes are the cleaning agents used to provide a protective covering layer on the surface. These provide shine on the hard surface. Popular polishes are metal polish, furniture polish and floor polish.

(j) Floor seal

Floor sealer is a chemical solution applied to the different types of floor covering materials to prevent the entry of dirt, liquids, grease stains and bacteria. Floor seal has long lasting effect up to five years. Some floor sealings are pigmented and provide colour effect as well as strengthen the floor covering material.

(k) Abrasives

These are the cleaning materials used for removal of dirt from various hard surfaces with the help of rubbing or scratching action. Examples of popular abrasives are jeweller's rouge, sand paper, fine ash, pumice stone and steel wool.

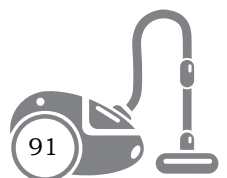
Storage of cleaning agents

1. Use sturdy storage racks.
 1. Keep heavier containers on the bottom shelf.
 2. Ensure labelling on all the containers.
 3. Make sure that the lids are tightly secured.
 4. Avoid spillage; if a spill occurs, clean it up immediately.
 5. Follow a systematic procedure of first-in, first-out (FIFO) and last-in, last-out (LIFO).

Selection of cleaning agents

The following points need to be considered while selecting cleaning agents:

1. The type of spillage on the surface
2. The type of working surface



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3. The composition of the cleaning agents
4. Ease of handling and use, saving of effort and time
5. Look for cost effectiveness

Housekeeping chemicals

Some housekeeping chemicals are as follows.

(a) Vinegar

It is effective in removing light stains in the bathroom.

(b) Bathroom cleaners

These are used to clean, de-scale, and disinfect the bathroom walls, bathtubs, bathroom flooring, sinks, and showers.

(c) Clean air sprays

They are used to freshen the corridors, washrooms, bathrooms, and reception areas. These sprays are effective in removing the pungent smell of tobacco, smoke, and organic wastes.

(d) Degreaser

These are effective in removing the difficult grease and lipstick marks that cannot be removed by traditional washing of glasses and cups.

(e) Floor cleaners and sealers

The floor cleaners and sealers are used for restoring the loose shine and smoothness of floors and make it look clean and shining.

(f) Laundry cleaners

They are usually available in liquid or concentrated liquid form, contain peroxide that easily removes stains and bleaches linen. It also enhances the whiteness of the linen.

(g) For dry cleaning

Various chemicals like camphor oil, turpentine spirits, benzene, kerosene and white gasoline, petroleum



solvents such as naphtha blends, chloroform, carbon tetrachloride, and liquid carbon dioxide are used.

(h) Surface sanitisers

These are available in liquid concentrated form. They are water-based sanitisers used to sanitise the surface by reducing the bacteria from it.

(i) Toilet blocks

These are used to deodorise the toilets. It removes unpleasant organic odour from the surface of a material.

(j) Toilet cleaners

These are available in liquid form and contains strong hydrochloric acid, which helps to remove stains and plumb scales easily.

(k) Carpet cleaning agents

These are fast-drying cleaners that effectively take care of the above stated issues.

Material Safety Data Sheets (MSDSs)

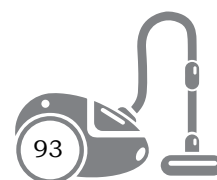
It contains information on the safety and precautionary measures to be followed while handling the chemicals and equipment in the form of a document. These are prepared by the supplier or manufacturer of the material.

MSDS contains the following information on handling chemicals and its usage.

1. Composition and colour identification of chemicals
2. Properties of chemicals
3. Correct mixing and measurements for using it
4. Safety procedures for handling chemicals
5. An emergency telephone number
6. The action to be taken if an incident using a particular chemical were to occur.

Personal hygiene

It refers to a set of practices for maintaining cleanliness and grooming of the body. Maintaining personal



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hygiene adds to one's self-esteem and confidence while minimising the chances of developing disease or ailment.

Hygiene refers to a set of practices associated with the preservation of health and healthy living. Following points should be kept in mind for maintaining personal hygiene.

1. A daily bath and a change of innerwear to keep clean.
2. Use a deodorant to prevent body odour.
3. If you are a man, shave daily.
4. Give teeth and hair proper care, everyday.
5. Keep fingernails short and clean.
6. If you are a woman, use cosmetics in moderation. Refrain from the use of strong perfumes/ scents.
7. In order to control contamination, wash hands after performing cleaning duty and before moving on to the next area. Also, wash hands before meals and after going to the restroom.
8. Massage hand sanitiser around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use a medicated hand moisturiser if skin becomes dry or chapped.
9. To protect yourself, use an appropriate Personal Protective Equipment (PPE) for each cleaning task you perform.

Importance of equipment hygiene

Equipment cleaning is important not only from the point of hygiene but also from the point of safety, security and complying with legislation. Hygiene is an important issue to all kinds of accommodation seekers irrespective of the kind of accommodation that they seek.

When the hotel continues to ignore the kind of hygiene that meets guest expectations, no guest is going to return back. A hotel should conduct regular audit on hygiene, and keep the staff well trained on what to look for on their daily rounds.



Practical Exercises

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Activity 1

Visit a hotel in your vicinity and prepare a report on handling of various housekeeping chemicals.

Material required: Notebook, pen, etc.

Procedure

- Visit any hotel nearby your area.
- Collect information about various chemicals used for housekeeping, through discussion with the Housekeeping Attendant.
- Note down the following points during the discussion.
 - Composition of chemicals
 - Colour of chemicals
 - Correct measurement and mixing of chemicals.
 - Precautionary measures for handling chemicals
 - Storage of chemicals
- Prepare a brief report and discuss in class.

Activity 2

Prepare a chart showing the hand washing procedure.

Material required: Notebook, chart paper, pen, etc.

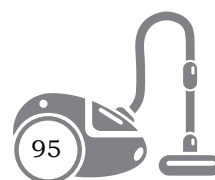
Procedure

- On the basis of your study, prepare a chart showing the following.
 - Use of liquid soap/soap or disinfectant
 - Steps involved in the hand washing
 - Air drying of hand and wiping

Check Your Progress

A. Match the Columns

Column A	Column B
(i) MSDS	(a) Is effective in removing light stains in the bath.
(ii) Vinegar	(b) Material Safety Data Sheet
(iii) Dust	(c) Adhere to surface
(iv) Dirt	(d) Loose particles which are floating around in the air
(v) Phenol	(e) Used to disinfect surfaces in hospitals



B. Subjective Questions

1. Define the term 'cleaning agent' and explain the various cleaning agents used in a hotel, with examples.
2. Explain the following:
 - (a) Abrasive
 - (b) Solvent cleaners
 - (c) Polishes
 - (d) MSDS
3. What is the importance of Material Safety Data Sheet (MSDS)?
4. Write the various points for maintaining personal hygiene.
5. Why equipment hygiene is important?

SESSION 3: COMMUNICATION WITH OTHER STAFF WHILE CLEANING

Importance of communication between housekeeping and other staff of the hotel

The housekeeping department comes in contact with various departments and areas while performing its operational activities. Thus, a well developed relationship must exist with all the other departments, mainly the front office and engineering departments.

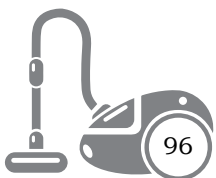
(a) Personnel department

Communication is required for the recruitment of staff, salary, indiscipline, grievance, induction, promotion, and transfer and exit formalities.

(b) Maintenance department

Communication is required with the maintenance department, and is important for the purpose of keeping furniture, fixtures and facilities in working order, and safe for the guest. The housekeeping staff takes maintenance orders for the equipment that are not working, or malfunctioning.

In order to clear the room for sale to the front office, it is necessary that all the malfunctioning items in the guest room are attended to promptly by the maintenance department.



(c) Stores department

Communication with stores is necessary to ensure the availability of day-to-day requirements of housekeeping and front office departments.

(d) Security department

The guest room is the most private place and the hotel ensures to keep it that way. However, the guest can take undue advantage of it by doing illegal activities in the room. Housekeeping has to be alert and seek the security department's help if necessary.

(e) Food and beverage department

The restaurant and banquets are required to communicate with the housekeeping staff to clean the table cloths, napkins, etc. along with clean uniforms for their staff.

Similarly, the kitchen also requires clean uniform to maintain high standard of hygiene.

(f) Purchase department

This department purchases out-of-stock items such as linen, room stationery, front office requirements, etc.

(g) Front office department

The housekeeping and front office staff play an important role in room management. They need to coordinate well to provide quality and comfortable service to the guest.

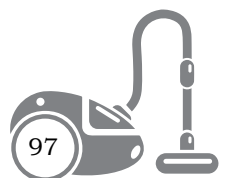
The housekeeping staff communicates with the front office staff for the following activities.

For Occupancy Report

Occupancy report shows the number of rooms occupied the previous night and indicates number of guests who are expected to check out the following day.

Guest Arrival and Departure Report

This report shows the arrival and departure of the guests.



Housekeeping Status Report

This report contains the housekeeping status of each room and is compared with the front office occupancy report, and any discrepancies are brought to the attention of the front office manager.

Practical Exercises

Activity

Prepare a report on the different communication points to be followed while cleaning.

Material required: Notebook, pen, etc.

Procedure

- On the basis of your visit to any hotel, collect information on different communication points to be followed while performing cleaning.
- Communicate with the hotel staff and collect information about the procedure of communication of the housekeeping attendant with other staff in the hotel.
- Note down all the points during the discussion.
- Prepare a brief report and discuss in the class.

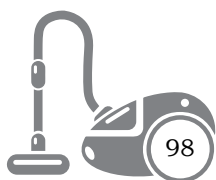
Check Your Progress

A. Match the Columns

Column A	Column B
(i) Purchase Department	(a) The imparting or exchanging of information by speaking, writing, or using some other medium
(ii) Communication	(b) Procures out of stock items
(iii) Front Office Department	(c) Cleaning of room
(iv) Housekeeping Department	(d) Room sales
(v) Food Production	(e) Preparation of dishes

B. Subjective Questions

1. Explain the term 'communication'.
2. Why interdepartmental communication is important from the point of view of the housekeeping department?
3. Explain the communication that takes place between different departments of the hotel.





Manual Cleaning of Floors, Washrooms and Restrooms

In the hotel industry, the executive housekeeper needs to make sure that the staff get appropriate training for handling floor chemicals and equipment. This Unit explains the importance of handling floor chemicals, equipment and the various methods to be used for cleaning of floors.

It also gives a brief idea about handling the floor garbage and wastage collected during performing the cleaning task.

While performing their cleaning duties, the housekeeping staff need to carry out the cleaning of bathrooms too. Thus, it is important to know about the layout of the bathroom, the chemicals and various bathroom cleaning equipment to be used. Hence, this Unit explains the layout of a bathroom and the procedure to be followed for cleaning the restroom and cloakroom.

At the end of this Unit, you are going to learn about the importance of replenishing bathroom supplies, amenities and completing the cleaning duties.

SESSION 1: CLEANING OF FLOORS, HANDLING FLOOR CHEMICALS AND EQUIPMENT

Floors in hotels

Floors are one of the most visual aspect of hotel interiors from both functional and decorative point of view. The

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first impression that a guest gets of a hotel is from the lobby, its flooring, the guest corridors, restaurants, guest rooms, and so on.

Floors are subjected to more wear and tear than any other surface. Choosing the correct type of floor is an important consideration for housekeeping, as its maintenance programme involves various cleaning and maintenance costs. The Housekeeping Attendant and floor supervisor are required to have the knowledge of composition of flooring materials and finishes to make decisions about their maintenance. Regular maintenance of floor, choosing the correct type of floor chemicals and selection of right type of floor equipment increases the life of flooring.

Types of floors

Floors can be mainly divided into three types: porous flooring, wooden flooring and non porous flooring.

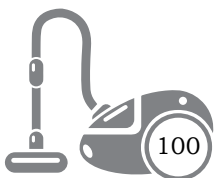
1. Porous flooring

Most natural stones and tiles are porous; some more than others. Such tiles have many open pores that allow the entry of moisture and stains deep into the stone. Most stains are liquid-based and can contaminate the tile. Porous tiles and stones can be sealed to minimise the entry of water and stains. Sealing makes the surface less porous, keeping the stains on the surface to give time to clean it off before it penetrates. It is important to act quickly to clean-up any spills.

Some porous tiles are as follows.

1. Concrete
2. Stone or clay

Floors made from stone or clay make for a hard floor. They are the most durable of all floors. Hotels will use concrete in driveways, porches, car parks, laundry, etc., where heavy traffic is expected. Terrazzo is made from small chips of marble, clay, slate, glass or flint. It is very durable and easy to maintain. Slate is a natural stone and comes in slices. It is used for roofing and heavy flooring.



Terrazzo and granite come in many colours and give a grand finish to the surfaces. They are, therefore, preferred for countertops, glossy finish or matte finish to suit the décor style.

Some common hard flooring material include terrazzo, quarry tiles, ceramic tiles, stone or slate, marble and granite.

2. Wood flooring

Wood is mostly used for furniture and for luxurious floors. Oak wood is cheaper and therefore, chosen for wooden flooring. Wood flooring is used only for decorative purposes in bars and lounges.

Some common wood porous tiles are cork and chipboard.

3. Non porous or resilient flooring

Non porous or resilient flooring is springy, and therefore, used extensively. Some common resilient flooring include thermoplastic, vinyl surfaces, linoleum flooring, rubber flooring and asphalt flooring. Vinyl is one such surface and can be protected with wax for heavy use and therefore, used extensively. Since they are non porous and sound absorbent, they are the preferred flooring. Asphalt, another resilient flooring is resistant to decay and mildew, and is fire resistant. It is used on driveways and rooftops. Rubber flooring is used in areas that require sound absorption. It acts as a good underlay to the conference halls and restaurants. Linoleum flooring is the most popular in this category. While linoleum is easy to maintain, it cannot take heavy traffic and wears out easily. It is not used in luxury settings.

Methods of cleaning floors and floor covering

Different types of floors and floor covering are cleaned according to their nature. A brief of the cleaning methods and cleaning agents required for the common types of floors is given in Table 5.1.

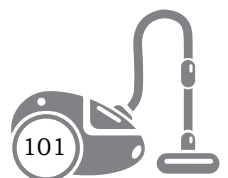
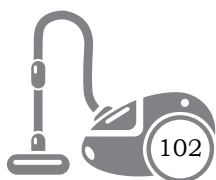


Table 5.1: Methods for cleaning floors and floor coverings

Floor type	Cleaning agent	Polishes	Caution	Daily Care	Regular Care
Wood	Liquid furniture polish	Solvent based wax or polish	Avoid water	Dust mop; damp mop only if necessary	Spot clean with diluted detergent. Resurfacing by sanding may be necessary periodically.
Concrete or cement	Detergents and neutral soap	None		Sweep and damp mop	Scrub on a regular basis depending on use, to remove stains
Vinyl	Soap and detergent	None	Avoid oils and coarse abrasives	Sweep or dry mop; damp mop with diluted synthetic detergent	Spot clean in heavy traffic areas with steel wool.
Linoleum	Neutral Soap or synthetic detergent	Water based wax	Avoid using too much water, wax, alkaline or acidic cleaners as well as coarse abrasives, specially in seams of the flooring.	Sweep with chemically treated non-oily mop, damp mop	Scrub lightly and repeat daily care. Do not remove polish, apply polymeric coating strip, one or two times in a year
Tiles Ceramic	Synthetic detergent	Water-based polish or wax with non-slipping properties	Avoid abrasives on tile surfaces	Sweep. Dust mop or damp mop	Be attentive to loose or broken tiles.
Plastic floor tiles		Water-based polish			

Chemicals required for floor cleaning

Some popular floor cleaning chemicals used in the hotels are as follows.



1. Water

It is a universal cleaning agent used to clean different type of floors.

2. Bathroom floor cleaner cum sanitiser

It is a fully formulated cleaner-cum-sanitiser used for cleaning and sanitising all surfaces in the bathroom, viz. sink, tub, tiles, floor and fitting. This pleasantly scented product does not contain any abrasives or bleach.

Chemical mixing requirement

Normal cleaning: 20 ml in 1 litre of water

Hard cleaning: 50 ml in 1 litre of water

3. All-purpose cleaner

Such cleaners are generally used for cleaning television cabinets, photo frames, telephones and all other accessories in the room. These cleaners have a pleasant, gentle smell with no abrasive or bleach effect on any surface. They are also effective on hard surfaces as well as glass and mirrors.

Chemical mixing requirement

Normal cleaning: 20 ml in 1 litre of water

Hard cleaning: 50 ml in 1 litre of water

4. Wooden polisher cum maintainer

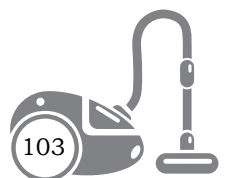
It is a liquid used for all types of wooden surfaces. However, it is necessary to note that it should not be used on the flooring as it may make the surface slippery and cause an accident.

Chemical mixing requirement

It is a ready-to-use solution.

5. Nobile

This protects calcareous natural stone floors (for example, marble, travertine, limestone) and gives a mirror-like shine. It reduces water penetrability, thus facilitating daily cleaning. It provides the maximum shine to a dull, traffic-worn marble and other calcareous floors.



6. Carpet shampooer-cum-sanitiser

It is a chemical shampoo used for dry shampooing. It is pH-neutral, pleasantly scented, concentrated carpet shampoo for interim cleaning of all the types of carpets and upholstery. The consistent dry foam cleans gently yet effectively.

Chemical mixing requirement

Normal cleaning: 50 ml in 1 litre of water

Hard cleaning: 100 ml in 1 litre of water

Procedure for measurement and correct mixing of cleaning chemicals

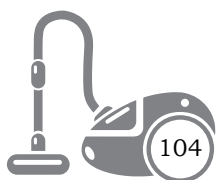
It is important to practise a safe way and take necessary precautions while handling chemicals for cleaning purpose. The aim of correct mixing of a solution is to follow the proper way of handling chemicals, getting best results, to be safe, take precautions while handling the chemicals and reduce the wastage of chemicals. While mixing a cleaning solution, the Housekeeping Attendant should make sure that the chemicals are precisely measured using the exact concentration.

Material required

1. Disposable gloves
2. Disposable mask with eye protection
3. Cleaner or disinfectant solution
4. Measuring cup
5. Mop bucket

Procedure

1. In order to do a job safely, apt Personal Protective Equipment (PPE) has to be worn. This can be assessed by ascertaining the risk of exposure to germs and infection.
2. Follow the ratio of diluting chemical with water as prescribed by the manufacturer.
3. Follow the mixing-in instructions thoroughly while using a concentration solution of



disinfectant or cleaner. Too little a solution may result in the job not being done well while the use of too much solution could be dangerous.

4. While making a solution from a concentrated product, make sure to fill the container up to the measuring mark or line on it with warm water first, followed by adding the correctly measured amount of disinfectant or cleaner into it.
5. When an automatic mixing-solution-dispenser is being used, make sure that the container to be filled is placed on a firm surface. Holding the container in air while filling may result in splashing.
6. The hose of the tap must be securely attached before turning off water.
7. Fill the chemical in a spray bottle with nozzle. Do not fill chemicals in any drinking bottle.

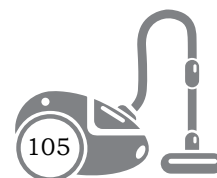
It is important to choose a suitable method for cleaning floors. Most 'slip and fall' accidents happen when floors are not cleaned properly. Effective cleaning should remove contamination and reduce the risk of slips. In a hotel, large offices or commercial building, the floors are used on a daily basis. The floors, whether with a carpet covering or a hardwood, vinyl, linoleum, or any other finish; require everyday care and maintenance to maximise longevity.

Common soils

Common soils, which are generally removed by dry cleaning procedures, vacuuming, dust mopping, dusting and sweeping, can be divided into the following two categories.

1. Loose soil

- (i) Litter (include paper, paper clips, leaves, etc.)
- (ii) Dust (very small particles of dirt, small enough to float in the air)
- (iii) Dirt (larger and easily visible particles of dirt, which enter into a building through people's footwear)



2. Ground-in soils

These are generally bound to a surface by 'oily and greasy films'. These type of soils require wet cleaning with detergent to remove the sticky soils from the surface being cleaned. These include the following.

- (i) Stains (marks on floors and office furniture from coffee, beverages and food)
- (ii) Oily soils and greases (tracked onto the floor by footwear)
- (iii) Scratches (which may be permanent or removable)
- (iv) Spillages (marks on floors and furniture where liquid is spilled)

Methods of cleaning the floor

1. For removing dust and debris from the floors

The dry mop method or vacuuming, is used to remove dust and large debris from the floor.

Equipment required

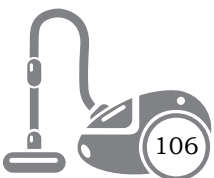
- (i) Protective gloves and face mask
- (ii) Dry mop or micro-fibre flat mop
- (iii) Soft broom and dust pan
- (iv) Garbage bags
- (v) Trash containers

Preparation

- (i) Wash and dry your hands thoroughly and put on protective gloves and a face mask.
- (ii) Collect all the equipment required for removing the dust and debris from the floor.
- (iii) Inspect the area and report any issues.

Procedure

- (i) Move any obstacles in the area that may be in your sweeping path.
- (ii) Sweep or dust and mop the floor to pick up the large pieces of paper or other debris before starting to clean.
- (iii) Use the dust mop carefully on all floor areas, using continuous swiping motion, either back



and forth or in a pattern of the numeral eight, keeping the dust mop's head on the floor at all times. Clean under the furniture that is kept off the floor.

- (iv) Dust mop the debris to one area and pick up the soil from the floor with a dustpan or use a vacuum cleaner to dispose of the collected trash.
- (v) Dust mop may be brushed off or vacuumed to remove the dust. Many reusable dust mops can be rinsed and hung up to dry. Disposable ones should be thrown out after each use.
- (vi) A vacuum cleaner is the best tool for removing the dust.

2. For removing ground-in soil without damaging the surface

The wet mop method is used to remove ground-in soils such as marks, dirt and greasy soils which are not removed from dust mopping alone.

Equipment required

1. Wet mop
2. Protective gloves
3. Safety signage board
4. Plastic bucket

Chemicals required

Hard floor cleaning chemical, All purpose cleaner or detergent specifically designed for cleaning hard floors.

Preparation

1. Wash and dry your hands thoroughly and put on protective gloves and wear a face mask.
2. Collect all the equipment required for removing the ground-in soil from the floor.
3. Inspect the area and report any issues.
4. Remove all the traffic from the floor.
5. Place a safety signage board on the working area.
6. Add the correct amount of detergent to a bucket of cold or warm water.



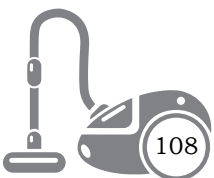
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Procedure

- (i) Ensure that the wet mop handle is long enough, that is, with its height approximately equal to the user's height. This helps to keep your back straight when mopping.
- (ii) With the right hand, hold the top of the mop handle.
- (iii) With the left hand, loosely grip the mop handle about a third of the way down.
- (iv) The right hand moves the mop handle back and forth with the left hand keeping it steady. Minimise shoulder movement and let your arms do most of the work.
- (v) Use an 8 (numeral-like) motion when mopping floors. Overlap each mopping stroke using a continuous smooth action.
- (vi) Ensure the mop head is spread out across the floor. This ensures that your mop covers the largest possible area.
- (vii) Flip or rotate the mop head to use both sides of the mop before rinsing.
- (viii) Rinse the mop in the bucket at regular intervals to release dirt from the mop.
- (ix) When water in the bucket becomes visibly dirty, change it and rinse the dirty mop head in clean water.
- (x) The floor should be clean and streak-free when it dries.
- (xi) Wipe the buckets and rinse them with hot water and detergent until all soil marks are gone. Store them in an upside down position.
- (xii) Wash the mop head in hot water and place it in a position to let it dry.
- (xiii) Floor cleaning chemicals, such as detergent, can be poured down a sluice sink or toilet.

3. For cleaning spillage from the floors

To prevent the spread of infection caused due to spillage amongst staff and/or guests, the following material must be gathered and the subsequent steps be followed.



Material Required

- (i) Disposable gloves
- (ii) Disposable housekeeping apron or gown
- (iii) Disposable mask with eye protection
- (iv) Cleaner or a good quality disinfectant solution
- (v) A clean mop bucket
- (vi) Container or a laundry bag for dirty clothes
- (vii) Cloth or a duster for cleaning
- (viii) Mop or a wringer trolley
- (ix) Good quality disinfectant wipes
- (x) Paper towels, as and when required
- (xi) Floor safety signboards to avoid accidents

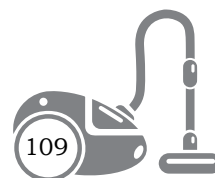
Procedure

1. Always do risk assessment
2. Assess the exposure to germs and the risk involved.
3. Choose a good quality, appropriate PPE to do the job safely.
4. Check the area for any splashes or spillage in order to determine the area and items where cleaning is required.
5. Put the floor safety signboard.
6. Limit the spread of spill by using a proper absorbent like paper towel or a cloth. When using paper towels to absorb drippings, if they are wet with the blood or body fluids then double bag them that is, place in two bags to make it double-layered, or put them in a good quality garbage bag.

4. Clean spillage on walls, equipment and small carpeted areas

- (i) Look for any splashes around the spillage.
- (ii) Always clean the surface as soon as possible to minimise stains on carpets or any other flooring.
- (iii) Wipe these surfaces with a good quality cleaner or a disinfectant solution.
- (iv) After cleaning using the designated cleaning cloth, let the surface air-dry.

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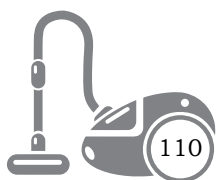
- (v) After every cleaning operation, the solution buckets must be cleaned and then should be used for the next area or the next operation.
- (vi) Discard the used solution in a toilet or drain and rinse the bucket with clean water.
- (vii) Wipe the bucket from both sides using disinfectant wipes.
- (viii) Put the used wipes into the garbage bin for safe disposal.
- (ix) Refill the cleaning bucket with a fresh cleaner and disinfectant solution for next cleaning solution.

5. Remove spillage on floors including the large carpeted areas

- (i) Clean the entire spillage using a mop, dampened with a good quality cleaner and disinfectant solution.
- (ii) The mop should only be damp and not dripping, especially when cleaning spillage of blood and body fluids on the floors.
- (iii) Let the cleaner or disinfectant solution air-dry.
- (iv) After completion of the cleaning operation, remove the floor safety signs.

Remember the following points before leaving the area of spill clean-up.

- (i) Dispose off your gloves and personal protective equipment (PPE) into a garbage bin for proper disposal.
- (ii) Follow good hand hygiene practice
- (iii) For every cleaning operation, use fresh pair of gloves.
- (iv) Always change the mop head and solution before going for next cleaning operation.
- (v) The removed mop head should be placed in a collection bucket for laundering later.
- (vi) Pour the used cleaning solution in the toilet or a designated area and then rinse the bucket well with water.
- (vii) Clean-up



6. Finishing up carpets

- (i) If the carpet is full of spillage, it is better to remove the carpet permanently from the area.
- (ii) Carpeting should be avoided in areas where there is a possibility of spillage of blood or other body fluids.

Do's and Don'ts for removing stains

Do's

1. Wear gloves.
2. Avoid splashing.
3. Follow the directions for the product that you are using.

Don'ts

1. Do not use a mixture stronger than the one recommended.
2. Do not use substances that create fumes in an unventilated area.

Methods of stain removal

There are three types of basic stain removal methods.

1. Absorbent

It is a substance that has a tendency to soak up the liquid. Absorbents prevent the stain from spreading and from soaking into the surface. Examples include blotting paper, dry detergents, cloths, dry cement, French chalk, Fuller's Earth, paper towels, sawdust, talcum powder, etc.

2. Volatile solvents

These are substances that evaporate and dissolve easily. Volatile solvents dissolve a stain and make it loose so that it may be either removed or spread out to invisibility. Examples include alcohol, benzyl, turpentine, acetone, ether, etc.



3. Bleaches

These substances destroy colour or pigment in a stain. Examples include ammonia, chlorine, chloride of lime, household bleach, hydrogen peroxide, javelle water, oxalic acid and permanganate.

Procedure for stain removal

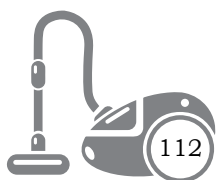
1. Try to remove the stain before it dries.
2. Blot or scrape the excess stain material, if possible.
3. Apply the substance or technique appropriate as per the type of stain and surface (testing on a hidden spot if possible). If the surface is damaged, another substance or technique may be required.
4. Try to begin at the outer edges of the stain and work towards the middle, to keep the stain from spreading.
5. Check the results.
6. Repeat or vary the technique until the stain is gone.
7. Refinish or treat the surface as necessary.

Other specific techniques for stain removal

Poultice

This is an absorbent powder made into a thick paste with hot water or with a liquid chemical.

1. Wet the stained area with water, or the recommended solution for removing the stain.
2. Make the poultice by carefully mixing the powder and liquid. Do not breathe the powder dust while mixing, do it slowly.
3. Apply the poultice about $\frac{1}{4}$ " to $\frac{1}{2}$ " thick.
4. Allow the poultice to dry for about 24 to 48 hours. It must be completely dry, not just the top.
5. As the poultice dries, the stain is drawn out of the surface into the poultice powder.



Food stain removal techniques

NOTES

1. Chewing gum

Apply dry ice or a freeze spray until the gum is brittle enough to crumble off. Other methods include rubbing alcohol and removal using steam.

2. Chocolate stains

- (i) Use an enzyme if possible. Alternately, use nine parts alcohol to one part ammonia.
- (ii) Use this mixture sparingly, or you may strip the colour.
- (iii) Hydrogen peroxide may also be used.

3. Coffee stains

- (i) Dampen the spot with water and apply an enzyme as directed by the manufacturer.
- (ii) Alternately, dilute one part of glycerine and four parts water; apply to the stained area with a cloth saturated in the solution. Allow soaking for fifteen minutes, and then flush with water.
- (iii) To remove difficult coffee stains, apply a strip of cotton batting saturated with hydrogen peroxide and over this, apply another strip saturated with ammonia. Rinse it with water.

4. Soft drink stains

- (i) If the stains cannot be removed with clean warm water, try adding a little soap or neutral synthetic detergent to the water.
- (ii) Use commercial ink remover if available.
- (iii) Alternately, make a strong solution of powdered laundry bleach in hot water; mix this into a thick paste with powdered chalk or whiting. Follow the technique for cleaning with the poultice method.

5. Tea stains

- (i) Use an enzyme. Alternately, use detergent or soap with water mixed with a little white vinegar.



NOTES

- (ii) If this does not work, try using the dry-cleaning fluid.

6. Tobacco stains

- (i) Use a commercial ink remover if available.
- (ii) Alternately, make a strong solution of powdered laundry bleach in hot water. Mix this into a thick paste with powdered chalk or whiting. Follow the technique for cleaning with the poultice method.

7. Stains of sugary substances or candy

- (i) First, use clean, warm water.
- (ii) If this fails, add a little soap or a neutral synthetic detergent.
- (iii) Alcohol, diluted with equal parts of water, may be tried next.

Non-food liquid stain removal techniques

1. Ballpoint ink

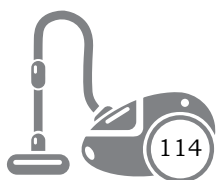
- (i) Commercial ink remover or dry cleaning fluid should remove most stains of this type.
- (ii) However, many types of ink are almost impossible to remove. For those, try alcohol, and then glycerine. Be careful not to damage the surface.

2. Grease stains

- (i) There are several absorbents available such as talc, hydrated lime, portland cement and other powders especially prepared to remove oil and grease stains.
- (ii) Dry-cleaning solvents may also be used.

3. Oil stains

These stains are not difficult to remove if treated at once. If possible wipe up the oil before it soaks in; then cover the stain with a dry powdered material such as powdered chalk or portland cement, which will absorb



the oil. If the oil stain is an old one, repeat this operation daily until the stain is gone.

4. Ordinary writing ink

- (i) Use a commercial ink remover if available.
- (ii) (Alternately, make a strong solution of powdered laundry bleach in hot water. Mix this into a thick paste with powdered chalk or whiting, follow the technique for cleaning with the poultice method.

5. Paints, varnish and synthetic dry inks removal technique

Try to wipe the spill before it dries. If old, scrape or rub lightly with steel wool. Then use a water-soluble paint and varnish remover or mineral spirits if necessary.

6. Synthetic dye ink

These include bright red, green and violet inks in water. Such inks contain no acids and do not etch the surface. Ammonia water or liquid household bleach when applied with a piece of cotton, will quite often, remove these stains.

Removal of Cigarette burn marks

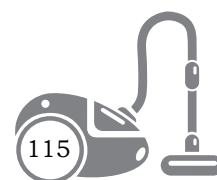
If not too deep, steel wool will help to remove them. Soap and water will make the steel wool more effective. As burns actually destroy many surfaces, this measure is usually only partly successful.

Mildew

It can usually be removed with 10 per cent ammonia. In extreme cases, try amyl acetate, then vinegar, and finally, alcohol. Also, we may use the technique recommended for rust, in the following paragraph.

(i) Rouge or makeup

Use a soap or detergent with water first. If this fails, try a dry cleaning solvent. Ammonia may also be helpful.



Rust

- (i) Use one part sodium citrate crystals to six parts water and add an equal portion of glycerine.
- (ii) Make into a paste and apply on the rust stain.
- (iii) Allow it two or three days to dry. If the stain is on a movable surface, another treatment can be used on the surfaces not harmed by mild acid. Make a poultice with lemon juice and table salt and let it dry in the sun for an hour or so.

Practical Exercise

Activity 1

Visit a hotel in your vicinity and prepare a report on the various types of floors found in a hotel.

Material required: Notebook, pen, etc.

Procedure

- Visit any hotel nearby.
- Discuss with a housekeeping attendant and collect information about the types of flooring in the hotel.
- Observe the different types of floors found in a hotel.
- List their names and structure in your notebook.

Activity 2

Prepare a report on the various types of floor chemicals and equipment found in a hotel.

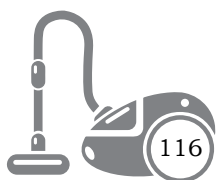
Material required: Notebook, pen, etc.

Procedure

- During your hotel visit, discuss with the housekeeping attendant and collect information about the different types of floor cleaning procedures in the hotel.
- Demonstrate and note down the following points during the discussion.
 - Different types of floors and chemicals used for cleaning
 - Cleaning procedures
 - Equipments for cleaning
 - Communication with the guests, if possible
- Prepare a brief report and discuss in class.

Activity 3

Visit a hotel in your vicinity and prepare a report on the safety points to be kept in mind while handling a dry floor cleaning machine.



Material required: Notebook, housekeeping equipment, PPEs, pen, etc.

Procedure

- Visit any hotel nearby.
- Collect information about handling the equipment for cleaning floors in the hotel.
- Note down the following points during the discussion.
 - Safety guidelines for handling dry floor cleaning machine
 - SOP for cleaning
- Demonstrate the dry floor cleaning machine according to SOP, if required.
- Prepare a brief report after the visit.
- Present and discuss in class.

Activity 4

Prepare a report on the safety points to be kept in mind while handling a wet floor cleaning machine.

Material required: Notebook, housekeeping equipment, PPEs, pen, etc.

Procedure

- During the hotel visit, collect information about handling the wet floor cleaning machine.
- Note down the safety points for handling a dry floor cleaning machine.
- Demonstrate the dry floor cleaning machine as per the SOP.
- Prepare a brief report after the visit.
- Present and discuss in class.

Check Your Progress

A. Match the Columns

Column A	Column B
(i) Floor chemicals	(a) All purpose cleaner
(ii) Floor equipment	(b) Carpet flooring
(iii) Flooring	(c) Vaccum cleaner
(iv) PPE	(d) Protects calcareous natural stone floors (for example, marble, travertine, limestone) and gives a mirror-like shine.
(v) Nobile	(e) Personal Protective Equipment



B. Subjective Questions

1. What are the various types of flooring found in a hotel?
2. Explain the correct mixing procedure of various chemicals used for cleaning the floor.
3. Write about the various types of equipment used in a hotel.
4. Describe the various chemicals used for cleaning the floor.
5. Write the various methods of cleaning the floor.
6. Explain the procedure of removing dust and loose debris from the floors.
7. Write the procedure of removing ground-in soil without damaging the surface.

SESSION 2: MAJOR COMPONENTS OF A PUBLIC AREA BATHROOM

Public area bathroom

It is an amenity provided by hotels, shopping centres, supermarkets, public resorts, along with other facilities. These facilities are generally open to any member of the public or restricted to the the guests in the hotel.

Layout of a public area bathroom

A well designed public area bathroom must have the following features.

1. Clean and dry
2. Well ventilated
3. Easy to maintain
4. Carefully planned
5. Friendly to the differently-abled and persons with special needs

Points to remember while designing a public area bathroom

Entrance

If the main entrance is wide enough and the path of users does not cross each other, then single entrance or exit plans work efficiently.



It is preferred that the main entrance to a public area bathroom have no door and the urinals, cubicles and mirrors are away from sight of the main entrance. Not having an entrance door helps to improve ventilation within the public toilet and also drastically reduces hand contact, which is hygienic. If felt necessary, the door can be replaced by offset entrance maze sheets which will block the view and at the same time allow easier, hands-free access.

Mirrors

Placement of mirrors in a public toilet must be given due consideration. Any entrance should not open on to a facing wall equipped with a mirror which would reflect the urinals.

Electronic products

Most modern day toilets are equipped with various electronic products like flush valves and faucets which require minimum maintenance, save electricity and water, and are hygienic due to hands-free operation.

Toilets

Toilets should be easily accessible and not too far away from the main traffic area. The way to toilets should be prominently displayed at vantage points in the hotel. Clear signage should be designated for each gender. The location of the signs should be near the entrance to each toilet facility and clearly displayed at noticeable locations in main traffic passageways to direct the public to the toilets. The design of signage should be of a commonly recognised female and/or male figure in dark colour contrasted on a light background.

Ratio of fittings

To provide proper services in a public area, the ratio of fittings in male and female toilets is recommended by various agencies like the Delhi Development Authority (DDA), the Bureau of Indian Standards and the Town and Country Planning Organisation (Ministry of Urban

Development, GOI). To cite an example, the Indian Standard Code of Basic Requirements for Water Supply, Drainage and Sanitation framed by the Bureau of Indian Standards is given below:

Sanitary Requirement for Hotels

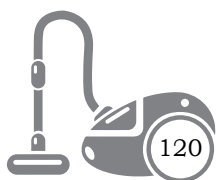
S.No.	Sanitary Unit	For Residential Public Staff	For Non-residential Staff	
			For Male	For Female
1.	Water Closet (W.C.)	One per 8 Persons omitting occupants of the attached water closet minimum of 2 if both sexes are lodged	01 for 1-15 persons 02 for 16-35 persons 03 for 36-65 persons 04 for 66-100 persons	02 for 1-12 persons 04 for 13-25 persons 06 for 26-40 persons 08 for 41-57 persons 10 for 58-77 persons 12 for 78-100 persons Add 1 for every 6 persons or part thereof.
2.	Ablution Taps	One in each W.C.	One in each W.C.	One in each W.C.
3.	Urinals	Nil	Nil upto 6 persons 01 for 7-20 persons 02 for 21-45 persons 03 for 46-70 persons 04 for 71-100 persons	Nil
4.	Wash Basins	One per 10 persons omitting each basin installed in the room or suite	01 for 15 persons 02 for 16-35 persons 03 for 36-65 persons 04 for 66-100 persons	01 for 1-12 02 for 13-25 03 for 26-40 04 for 41-57
5.	Baths	One per 10 persons, less occupants of room with bath in or suite	Nil	Nil

Ventilation

Public toilets should be well ventilated; small toilets should have the provision of an exhaust fan.

Parts of public area bathrooms

Public area bathrooms require common features as listed below.



Floors

To avoid slips and accidents, the floor should be made of ceramic tiles, natural stones, homogeneous tile and terrazzo.

Walls

Public bathrooms are used by people in very large numbers; so, it should be made of good quality materials like ceramic tiles, homogenous tiles, natural stones, stainless steel or enameled steel panels, glass blocks, etc.

Ceiling

It can be made up of fibreboards, plaster boards, aluminum panels etc.

Washbasin

It is the most used part of the public area bathroom. Basins should be minimum 500 mm in length and 400 mm in width.

Water Closet (WC)

For proper safety and cleaning, the WC should be wall hung, without leg support to provide ample cleaning space underneath.

The choice of WC should depend on the age group of persons who are going to use the toilet. Nowadays, WCs with modern electronic products like sensors and other water saving devices are installed.

Bowls and urinals

Urinals and bowls in public area bathrooms should be fixed in such a way that guests or customers may be able to use them easily. It should be equipped with water saving devices like sensors and other electronic gadgets.

Soap dispensers

It is a part of the public area bathroom. It should be of good quality steel. Nowadays, the public area soap



NOTES

dispensers are chrome-based or plastic. Liquid soaps and soap bars are generally not kept in public area bathrooms. Instead, foam soaps should be preferred since they are less soapy and reduce water usage. Soap dispensers should be installed in the ratio of 1:2 to the washbasins.

Exhaust Fan

To stop or prevent smell in public area bathrooms, proper ventilation is required. Installation of exhaust fans must be done, especially in small sized bathrooms. The air from the exhaust should be discharged to the exterior of the building at a position at least 2 metres above the pavement level and at least 5 metres above any window.

Hand Dryer

In modern days public area bathrooms, a hand dryer and/or a paper towel dispenser is an essential amenity for the comfort of guests. A paper towel dispenser or napkin folders with napkins should be provided adjacent to hand dryers. The required number is one unit between every two washbasins.

Bathroom fixtures and fittings

The following bathroom fixtures and fittings are found in a public area bathroom.

- (i) Accessories or hardware
- (ii) Baths
- (iii) Demisters
- (iv) Hair dryers
- (v) Mirrors
- (vi) Robes, slippers, linens, towelling
- (vii) Sanitaryware
- (viii) Shower curtains or enclosures
- (ix) Shower toilets and bidets
- (x) Shower trays
- (xi) Showers
- (xii) Sinks, vanities, plumbing
- (xiii) Spa equipment
- (xiv) Taps or faucets
- (xv) Towel rails



Preparation activities performed before cleaning public area bathrooms

NOTES

1. Assembling of tools, supplies and chemicals

Preparation

- (i) Put on protective gloves
- (ii) Fill spray guns with chemicals required separately and label it properly
- (iii) Prepare the cleaning floor solution in a bucket (water + cleaning solution)

Chemicals Required

- (i) All-purpose cleaner
- (ii) Disinfectant cleaner or sanitation cleaning solution
- (iii) Toilet bowl cleaner
- (iv) Glass cleaner
- (v) Water

2. Collect all the necessary equipment required for cleaning the restrooms

- (i) Cleaning cart
- (ii) Clothes and sponge (Microfibre duster)
- (iii) Tissue box, hand soap and supplies
- (iv) Mop wiper and bucket
- (v) Door stopper
- (vi) Trash liner or garbage bag
- (vii) Floor scrapper
- (viii) Dustpan
- (ix) Safety signboard or warning signs

3. Fix mop-to-mop holder

4. Ready and positioning the public attendant trolley in front of the door or near the entrance door of the restroom.

5. Inspect the area



Entering procedure of restrooms and cloakrooms

The procedure for entering the public area restrooms and cloakrooms is as follows.

1. After readying the cart with the required tools, chemicals and supplies, the Housekeeping Attendant positions the public attendant trolley in front of the door or near the entrance door.
2. Knock the door and announce 'Housekeeping'; wait for 10 seconds.
3. Once again, knock the door and announce 'Housekeeping', wait for 10 seconds again.
4. Third time knock the door and announce 'Housekeeping'; if no answer, enter the bathroom area.
5. If the restroom is occupied, wait until it is vacant.
6. Place the wet floor sign in the entrance way to prevent public use while cleaning.

Equipment required for restroom cleaning

Equipment can be divided into two categories: manual equipments and mechanical equipments.

Manual cleaning restroom equipment

Bucket is used for carrying water.

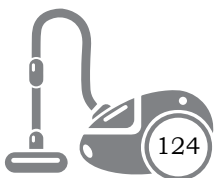
Caddy is used for carrying chemicals and brushes.

Cleaning cart is used for carrying all items for a restroom or cloakroom.

Clothes (Microfibre duster) is meant to wipe out dust only.

Door stopper's job is to stop the door from closing.

Dustpan is used for collecting dust by hand brush and soft broom.



Floor safety signs and barricades are used to warn people of wet and slippery floors and prevent them from accessing the clean area during cleaning.

Floor scrapper is to loosen the ground-in soil.

Mop wiper is used to remove water from floor.

Personal Protective Equipment (PPE) includes slip resistant footwear, gloves, protective eyewear. PPE are required to avoid slipping and to protect skin and eyes from chemicals.

Sponge is used for cleaning the dust from floor.
Tissue box, hand soap and supplies.

Toilet brush is used for cleaning the WC or toilet bowl.

Trash liner or garbage bag is used to line the trash bins.

Mechanical floor cleaning equipment

Hot-water extractor machine is used to remove the more deeply embedded spoilage not easily removed by suction cleaning.

Scrubbing machine is used for scrubbing the floor to thoroughly clean and leave it shining.

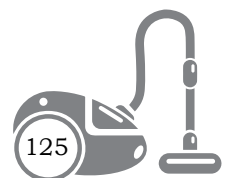
Vacuum cleaner is used to remove the dust and trash from the carpet or floor, actually large areas.

Chemicals required for cleaning public area bathroom and their uses

All-purpose cleaner: for cleaning hard surfaces

Bathroom floor cleaner: for cleaning and sanitising all surfaces of bathroom, viz. sink, tub, floor and fittings

Glass cleaner: for cleaning various glass surfaces of the bathroom



Room freshener: for freshening up the bathroom air

Toilet bowl cleaner: used for cleaning the toilet bowl

Table 5.2: Bathroom chemicals with measurements required for preparing the cleaning solution

S.No.	Name of Chemicals	Colour of Chemicals	Normal Cleaning	Hard Cleaning	Used for	What does it mean
1.	Bathroom Floor Cleaner	Red	20 ml in 01 litre of water	50 ml in 01 litre of water	Bathroom floor & bathroom tiles cleaning	Bathroom floor cleaner cum sanitiser
2.	All Purpose Cleaner	Green	20 ml in 01 litre of water	50 ml in 01 litre of water	All types of Surface cleaning	All purpose Cleaner
3.	Glass Cleaner	Sky Blue	20 ml in 01 litre of water	50 ml in 01 litre of water	All types of glass & mirror cleaning	Glass & Mirror Cleaner
4.	Room Freshner	Pink	Ready to Use	No dilution	It is use for freshen the air	Reduce the bad odour Room
5.	Toilet Bowl Cleaner	Dark Blue	Ready to use	No dilution	It is use for the Water closet bowl Cleaner	Water Closet Cleaner

Practical Exercise

Activity 1

Visit a hotel in your vicinity and prepare a report on the different parts of a public area bathroom.

Material required: Notebook, pen, etc.

Procedure

- Visit a hotel near your area.
- List all the parts and details of public area bathroom.
- Note down all the points.
- Prepare a brief report, present and discuss in the class.



Activity 2

Visit a hotel in your vicinity and prepare a report on the standard operating procedure for entering the public area restroom.

Material required: Notebook, pen, etc.

Procedure

- Visit a hotel near your area.
- Collect all the information about the procedure of handling the public area restroom and note these down.
- Prepare a brief report; present and discuss in the class.

Activity 3

Visit a hotel in your vicinity and prepare a report on the various bathroom cleaning equipments found in a hotel.

Material required: Notebook, pen, etc.

Procedure

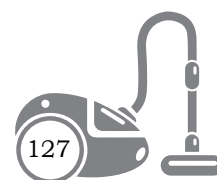
- Visit a hotel near your area.
- List all the equipment details of cleaning bathroom.
- Note down all the points during the discussion.
- Prepare a brief report, present and discuss in the class.

Check Your Progress**A. Match the Columns**

Column A	Column B
(i) Exhaust Fans	(a) Ventilation
(ii) Water Closet	(b) WC
(iii) Bath Fitting	(c) Soap Dispensers
(iv) Bath Accessories	(d) Tap
(v) Vaccum Cleaner	(e) Dark Blue
(vi) Toilet Bowl Cleaner	(f) Used to remove the dust from carpent or floor
(vii) Chambermaid Trolley	(g) Sanitation cleaning solution
(viii) Disinfectant cleaner	(h) Housekeeping trolley

B. Subjective Questions

1. Explain the different parts of the public area bathroom.
2. List the various bath fittings and accessories found in public area bathroom.



NOTES

3. Write the various equipments used for cleaning a public area bathroom.
4. Explain the various types of chemicals used for cleaning public area bathroom.
5. Write the various preparation activities performed before starting the cleaning restroom.
6. Explain the procedure for entering in restrooms and cloakrooms.

SESSION 3: CLEANING A PUBLIC AREA BATHROOM AND REPLENISHING ITS SUPPLIES

A standard operating procedure for cleaning the public area bathroom is a set of step-by-step instructions compiled by a hotel to help the Housekeeping Attendant to carry out the routine operations. The SOP aims to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with hotel regulations. Also known as 'job procedures', it specifies the way of working for the specified task.

SOP for cleaning the restrooms and cloakrooms

Equipment required

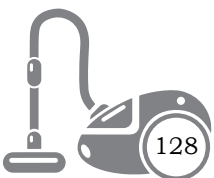
1. Protective gloves
2. Clothes and sponge (duster).
3. Tissue box, soap and supplies.
4. Wet mop
5. Wiper
6. Bucket

Chemicals required

1. Bathroom cleaner-cum-sanitiser
2. All-purpose cleaner
3. Glass cleaner
4. Toilet bowl cleaner

Procedure

Step 1: Knock the door and announce your arrival by



saying—housekeeping. If occupied, excuse yourself and close the door.

Step 2: Apply the toilet bowl cleaner on the urinal and water closet.

Step 3: Empty the dustbin and replace the dustbin liners.

Step 4: Clean the sink and counter area using the correct amount of chemical. Clean the sink fixture; wipe the counter area dry. Clean the mirror with a glass cleaner.

Step 5: Scrub the inside of the urinal and the water closet bowl, WC rim, the outside of WC and urinal.

Step 6: Clean the wall and wall fixture.

Step 7: Replace the toilet paper, tissue and soap.

Step 8: Sweep the floor area, rinse with hot water and chemical, and lastly wet mop the floor.

Step 9: Make one final check. Smell the air for any unusual odours and close the door.

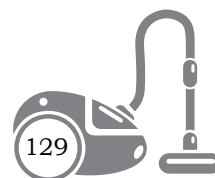
SOP for cleaning bathtubs

Equipment required

1. Disposable nitrile gloves
2. Clean cloths
3. Paper towels
4. Melamine foam scrubbing pads
5. Sink, shower or tub scrubbing brush
6. Nylon scrub pad and sponge
7. Steel wool scouring pads

Chemicals required

1. The surface cleaner or disinfectant solution in a clean bucket
2. Bathroom tub and tile cleaner
3. Glass cleaner
4. Liquid hand wash



NOTES

Procedure

Step 1

- Remove the build-up (scum, mildew, water stains, rust, etc.) using the tub and tile cleaner and scrubbing pads.
- Use the scrubbing brush to get into the corners and cracks.
- Use scrubbing pads made out of melamine foam to easily get off the marks scratched from the tub or shower surfaces like glass, plastic and polished metal.

Step 2

- Damp wipe the entire surface of the shower or tub with the surface cleaner or disinfectant solution.

Step 3

- Damp wipe all surfaces of the shower curtain.
- The shower curtain should be replaced if torn or damaged, or if the stains cannot be removed.

Step 4

- Rinse the tub or shower with water.

Step 5

- Dry the tub or shower completely, using paper towels. Alternately, use cleaning cloths.
- Carefully dry the areas where water collects, such as around the edges and ledges in the tub or shower.
- This will stop germs from growing.

Step 6

- Use a glass cleaner after drying to buff or shine the chrome and glass surfaces.

Step 7

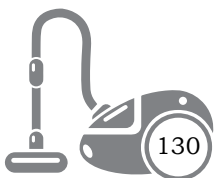
- Wash all dirty cloths daily.

Step 8

- Remove the gloves and put them into the garbage.

Step 9

- Wash hands, or clean with a liquid hand wash.



Step 10

- Report broken tiles, surfaces, dripping taps etc., to the manager and Nurse-in-Charge for repair.

SOP for cleaning basins and taps

Equipment required

1. Disposable nitrile gloves
2. Clean cloths
3. Paper towels
4. Melamine foam scrubbing pads
5. Scrubbing brush
6. Nylon scrub pad and sponge
7. Steel wool scouring pads

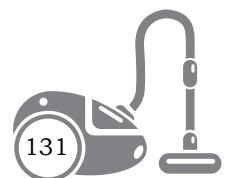
Chemicals required

1. The surface cleaner or disinfectant solution in a clean bucket
2. Glass cleaner
3. Liquid hand wash

Procedure

1. Clean your hands.
2. Put on the protective gloves.
3. First, remove all debris from basin counters.
4. Thoroughly clean the basin with warm water and all purpose cleaner, inside and outside.
5. Give special attention to the soap that runs under the basin.
6. Wash and dry the tap fittings.
7. Do not use a powder cleanser in a dried form as it can scratch the chrome on the taps.
8. Wipe over with a damp cloth where water pipes and waste pipes are open beneath the basin. Clean the plug hole using scouring powder cloth and small brush.
9. Hand basins should be clean and free from soap build-up, smudges, smear, body fats and mineral deposits, both internally and externally.
10. Make sure to dry all surfaces.

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SOP for cleaning bathroom appliances

Equipment required

1. Protective gloves
2. A signboard that reads wet floor
3. Paper Towel
4. Clean Cloth

Chemical required

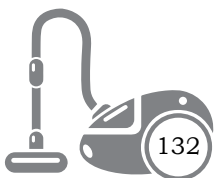
1. Cleaning and Disinfectant Solution (All-purpose Cleaner)
2. Liquid Hand Wash
3. and Soap

Procedure

1. Clean your hands.
2. Put on the protective gloves.
3. Assemble the cleaning and disinfectant solutions, equipment and other supplies.
4. Prepare the cleaning and disinfectant solution.
5. Damp or rinse the cloth in the cleaning solution.
6. Unplug the appliances.
7. Damp dust all surfaces carefully at the base. Avoid bulb and bulb fittings.
8. Repeat the use of cleaning cloth for greasy or stubborn deposits.
9. Rinse the cloth regularly in the cleaning solution.
10. Change the cleaning solution when soiled.
11. Leave the fixture and appliances to dry.
12. Replace the light bulb as required.
13. Dispose off the cloth into a garbage bag on completion.
14. Clean and dry the equipment.
15. Store it safely in a secure storage location.
16. Remove the gloves.
17. Clean your hands.

SOP for cleaning bathroom floors

To clean the bathroom floor, it is mopped and disinfected to eliminate odors and bacteria.



Equipment required

1. Spray gun and wringer trolley
2. Long handled wet mop
3. Broom and dust collector
4. Floor Safety 'wet floor' signboard
5. Gloves and goggles for eye protection

Chemical required

1. All-purpose cleaner or bathroom cleaner cum sanitiser or disinfectant

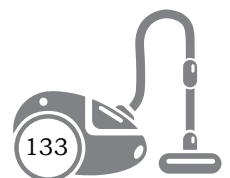
Cleaning procedure

1. During cleaning, first, put on the gloves and personal protection equipment. Remove all movable obstacles from the floor.
2. Sweep the floor and pick up dirt with a dust collector or pan.
3. Place the mop bucket or buckets outside the door.
4. Place the 'wet floor' sign at the entrance to avoid instances of slipping and accidents.
5. Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
6. Work moving backwards and towards the door and come out of the door.
7. Always spray or pour disinfectant around the toilets, under the urinals and sinks.
8. For proper cleaning, allow it to stand for the recommended time as per the manufacturer's directions.
9. For a good cleaning result, dip a wet mop into clean water and rinse. Wring out dry.
10. Always start at the farthest corner and pick up the disinfectant solution that is on the floor.
11. Rinse the mop with water frequently.

Clean-up after mopping

Always clean-up after mopping the restroom floor. Most facilities have a janitor's closet with a deep well sink

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and cabinets for supplies. Use this sink to empty the bucket or buckets and Sprayer and then rinse the mop. All the tools and materials should be stored properly.

SOP for cleaning the water closet

Equipment required

1. Toilet Brush
2. Hand gloves
3. Old tooth brush
4. Red coded duster
5. Nylon Scrubber

Chemicals required

1. Toilet Bowl Cleaner
2. Bathroom Floor Cleaner

Procedure

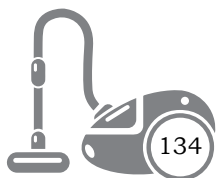
1. Flush the water in WC that will drain the entire smudge in one blow.
2. Wear the hand gloves, drain all water from WC with help of toilet brush.
3. Apply Toilet Bowl cleaner in the WC bowl. Wait for 3 to 4 minutes to allow Toilet Bowl cleaner to work.
4. After 3 to 4 minutes scrub the WC with toilet brush and wash the brush in the same flush.
5. Scrub the WC Seat cover, flap, flush and under the WC with Bathroom Floor Cleaner.
6. Once the scrubbing is done, dry the whole WC with red colour coded duster.

SOP for cleaning urinals

Some cleaning tools and materials for cleaning urinals are listed below:

Equipment required

1. Bowl swab and toilet brush
2. Trigger sprayer
3. Clean cloths
4. Gloves and goggles



Chemicals required

1. Toilet Bowl cleaner
2. Cleaner disinfectant, liquid or foam aerosol

In addition to toilets, urinals need to be cleaned, disinfected and deodorised. Disinfecting the urinal reduces the growth and spread of bacteria.

Procedure

1. Remember to put on gloves and goggles, and then clean the inside of the urinal.
2. First, apply 1 to 2 ounces of bowl cleaner evenly onto the toilet brush and bowl swab. Then brush or swab the entire inside surface, under the rim, and where the water outlets are located.
3. Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.
4. Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
5. Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
6. Use a new cloth to clean the next urinal. Put used cloth for laundering.

Safety measures for bathroom cleaning

Following are the necessary measures that you should always observe while cleaning bathroom.

1. Remember to always protect yourself properly.
2. Never run while at work.
3. Wear safe shoes with non-slip soles. You could trip on sandals or high heels.
4. Wear protective clothing/gloves when using chemicals.
5. Display warning signs for wet floors or work under way
6. Use ladders properly erected when cleaning high areas. Do not stretch, lest you lose your balance and fall.

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7. Avoid stretching cables across doorways as someone may trip.
8. Report damaged handrails or fittings
9. Ensure your hands are dry, especially near electrical sockets as you could be electrocuted.
10. Lift all items, whether vacuum cleaners or boxes carefully—bend your knees and keep your back straight. Do not lift too much weight at the same time as it could obstruct your vision.
11. Do not leave the equipment and rubbish in corridors, stairways or blocking fire exits where an accident could happen due to a blockage or a trip hazard.
12. Wear safety equipment such as gloves, ear muffs, glasses and face masks to protect yourself from potential hazards.
13. Use trolleys for moving chemical containers and heavy cleaning equipment so as to prevent back injuries.
14. Never mix chemicals together as some mixes can become volatile.
15. Know when to replace products like mop heads, cloths.
16. Use the right dilutions of products. This will help to ensure cost efficiency, minimal build-up on surfaces and less fumes or vapours.

Guest amenities or supplies

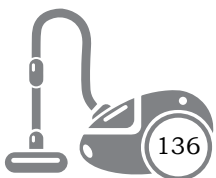
An amenity is anything that is provided to the guests to make their stay more comfortable and pleasant. .

There are three types of guest supplies—Guest essentials, Guest expendables and Guest loan items.

Guest essentials

It refers to those amenities, which are required by the guest during the stay but are do not get exhausted once a guest checks out. Thus, these amenities do not have to be replaced for the next guest.

For example, drinking glass, ashtray, vase, towels



Guest expendables

It refers to those amenities which are used up by the time a guest checks out and shall have to be replaced for the next guest.

For example, soap, shampoo, tissue paper and moisturiser

Guest loan items

All those amenities, such as alcohol, snacks, etc., which may or may not be chargeable, are provided to the guest on special request and on a returnable basis are known as guest loan items. Whether this facility is provided or not depends on the policies of the hotel.

Various bath amenities and supplies found in a restroom are as follows.

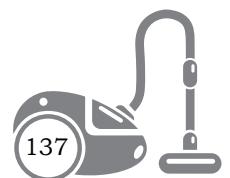
1. Toilet facial tissue
2. Liquid soap dispenser
3. Hand dryer
4. Toilet seat cover dispenser
5. Hand soap
6. Folded towel dispensers
7. Lotion
8. Air freshener
9. Paper towel
10. Toilet paper

The following activities are performed when replenishing bathroom supplies or amenities.

1. Refill dispensers correctly.
2. Remove trash has been properly removed with a clean liner installed correctly into the clean receptacle.
3. Refill paper towel, hand soap, toilet paper, lotion etc.
4. Change sanitary napkins, seat cover dispensers
5. Place Feminine hygiene product dispensers etc.

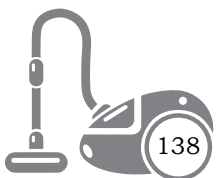
Storage of cleaning equipment, PPE equipment and chemicals

The points given here are to be kept in mind while storing the cleaning equipment:



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1. Always wash and rinse mops, cleaning cloths and sponges after each use. This helps remove bacteria and allows the equipment to last longer.
2. Empty carpet sweepers/brushes and keep bristles free of dirt and fluff and change mop heads frequently.
3. Clean mop buckets after each use and rinse them with disinfectant.
4. Always follow manufacturer's instructions scrupulously.
5. Empty vacuum cleaners after use.
6. Beware of water and electricity coming into contact with each other.
7. Beware of water and electricity coming into contact.
8. Replace or empty dust bags and clean exhaust filters in suction cleaners regularly.
9. Do not allow the heads of mops or the brushes or pads of rotary floor maintenance machines to get heavily soiled: change as per necessity and wash after use.
10. Take great care not to spread bacteria from one surface to another. For example, cloths used to clean toilets should never be used for any other purpose.
11. After use, clean all equipment and any attachments to machines such as brushes and pads, and store in the proper place.
12. Repair any faults and do not use or let others use equipment which is not working properly.
13. Vacuum Cleaner Handling: Careless use of electrical equipment, such as vacuum cleaners may result in accidents. Hence, safety procedures should be followed while operating electrical equipment:
14. Keep the cable down one the floor on one side of the corridor to avoid doorways.
15. Never use a vacuum cleaner, if its wire is damaged or frayed.
16. Do not pull the cable too far away from the socket.

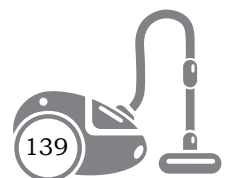


17. Insert the plug into the socket only when the switch as well as the vacuum cleaner is in an OFF position.
18. Keep wires, plugs and the machine away from water.
19. Report unusual noises, faults or mal functioning of the machine or wire connection.
20. Keep cleaning dust-bags and filters regularly.
21. Rewind the cable carefully after each use.

Storage of cleaning agents

Following points to be kept in mind while storing cleaning agents –

1. Ensure that the storage racks are sturdy. Heavier containers must be kept on the bottom shelf.
2. Label all containers neatly with a waterproof marker.
3. Ensure that the lids are tightly secured.
4. When dispensing cleaning agents, use appropriate dispensers and measuring apparatus.
5. Avoid spillage; if a spill occurs, clean it up immediately.
6. Follow a systematic procedure for rotating stocks.
7. Store chemicals away from reach of guests, customers and especially children.
8. Store chemicals in a locked, dark, cool room where they are away from direct sunlight and heat. Never store them near water heaters or working equipment and machines.
9. Follow user manual provided by the manufacturer.
10. Chemicals should be used in well ventilated areas always.
11. Whenever using any chemicals, always keep your face away from the chemicals to avoid breathing them in since it may cause uneasiness or unconsciousness.



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12. Container of chemicals should be clearly marked of health hazards.
13. Do not open the container of chemicals near fire, flame or while smoking.
14. Always keep your body away from concentrated chemicals.
15. Always wear rubber gloves, safe footwear and protective clothing while using chemicals.
16. Always replace the lid tightly after use.
17. Whenever emptying the can be alert and safe.
18. Never mix the chemicals without knowing the chemicals.
19. Always wash your hands with the clean water after using the chemicals.

Taking off Personal Protective Equipment (PPE)

After finishing a cleaning task, especially after handling contaminated waste, the PPE should be taken off systematically as follows.

1. Take off your gloves, apron, mask, eye protection, etc., and put them in the garbage.
2. Clean your hands thoroughly with soap and water.
3. After drying your hands, apply hand sanitiser.

Practical Exercise

Activity 1

Visit a hotel in your vicinity and prepare a report on the standard operating procedure for cleaning a public area bathroom, or restroom.

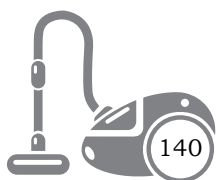
Material required: Notebook, pen, etc.

Procedure

- Visit a luxury hotel near your area.
- Observe the cleaning procedure of public area bathroom.
- Note down all the points.
- After visit prepare a brief report, present and discuss in the class.

Activity 2

Visit a hotel in your vicinity and prepare a report on the various types of bathroom supplies replenishing, replacing and refilling.



Material required: Notebook, pen etc.

Procedure

- Visit a luxury hotel near your area.
- Observe the procedures of replenishing, replacing and refilling of bathroom supplies followed by the housekeeping attendant in a hotel.
- Note down all the points.
- Prepare a brief report, present and discuss in the class.

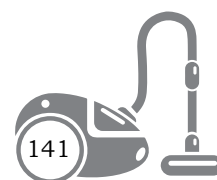
Check Your Progress

A. Match the Columns

Column A	Column B
(i) Job Procedures	(a) Toilet Bowl cleaning equipment
(ii) Toilet Brush	(b) It specifies the way of working the specified work.
(iii) PPE	(c) Mopping
(iv) Wet mop	(d) Gloves and goggles
(v) Cleaning Agent	(e) Water
(vi) Guest Essentials	(f) Soap, shampoo, tissue paper, and moisturiser
(vii) Guest Expendables	(g) Drinking glass, ashtray bud vase.
(viii) Guest Loan Items	(h) Provided to the guest on special request and on a returnable basis
(ix) Log Book	(i) Bath Linen
(x) Hand Towel	(j) Handover Book

B. Subjective Questions

1. Write the SOP of cleaning bath tub.
2. Describe the procedure for cleaning the bathroom floor.
3. Write the various activities performed while replenishing, replacing and refilling bathroom supplies.
4. What are the points to be kept in mind while storing cleaning equipments, PPE equipments and chemicals?
5. Describe the handling of PPE after usage.



Unit 6



Cleaning of Furniture Surfaces and Upholstery

The housekeeping staff is responsible for keeping various spaces clean such as guest rooms, guest bathrooms and all public areas in the hotel. For doing this, various cleaning equipment are used in order to maintain the highest standard of cleanliness and appearance of the hotel.

NEED FOR CLEANING

Cleaning is defined as “clean to touch and free of extraneous visible matter and objectionable odour”. The Hospitality industry has various departments of which the housekeeping department is one, having the main responsibility of cleanliness of premises, provide comfortable, clean and safe stay to the guest. Cleanliness is one of the key factors which gives a strong message to the customers or guests visiting a hotel.

Cleaning makes the place accommodative in the following ways.

- It makes the place neat and tidy
- It makes the place hygienic and safe
- It makes the place attractive

Housekeeping services are applicable to all organisations, that is, hospitals, malls, shopping

complexes or residential apartments, etc. These services provide attractive, clean and welcoming surroundings to the customers. Trained housekeeping staff not only provides high standard of housekeeping services but also adds glamour and friendliness. This goes a long way in acquiring repeat business for the hotel.

In this Unit, you will learn about the manual cleaning procedures of furniture and surfaces. In a luxury hotel, the Housekeeping Attendant carries out the cleaning of all surfaces of furniture, both inside and out, inspects upholstery for stains and rips, repair or replace as needed.

SESSION 1: CLEANING

Care and cleaning of different surfaces

Various types of surface are found in different areas of all hospitality establishments. To keep the hotel property looking fresh as new, the housekeeping employees must know the composition of these surfaces.

Hard surfaces

Some hard surfaces commonly found in hotels include the following.

1. Metals
2. Glass
3. Plastic
4. Ceramic
5. Wood
6. Stone,

In addition to these, the housekeeping staff is also responsible for the care and cleaning of surfaces such as leather, rubber, etc., which we will consider in the coming units.

Requirements of a cleaning task: Cleaning was till now considered as a non skilled task, however it is now realised that cleaning is rather a technical task which has certain specific requirements like dedicated manpower, protective clothing, specialised tools and equipments and specific cleaning agents.



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Cleaning agents

Cleaning and sanitising (disinfecting) are usually two separate processes. Effective cleaning must be done before sanitising, since sanitisers do not work efficiently if all visible contamination from surfaces or utensils has not been removed properly. Cleaning is often done using detergent, water and agitation. Dry dusting and agitation removes the visible dirt, subsequent to which the use of detergent and water removes the embedded dirt. Lastly, the surface is rinsed with clean water and dried. Detergents are chemicals that remove dirt and grease; however they do not kill bacteria and other microorganisms. Removal of some microorganisms may occur during the cleaning process, however cleaning is not intended to destroy microorganisms. Infact, sanitisers are used for the removal of microorganisms. Consistently clean premises reduce the risk of contamination, pest infestations, and provide a safe and pleasant working environment.

Cleanliness

It means no accumulation of soiling. Mainly soiling means dust, dirt and grease. Mainly dust, dirt and grease are accumulated on various surfaces and amenities. Let us understand what dust and dirt really mean.

Dust

Dust is a mixture of soil particles present in the atmosphere along with other particles like pollens of plant, textile fibre, paper fibre etc. At times, dust in homes, offices, and other places may also contain small amounts of human and animal hair, minerals from outdoor soil, human skin cells and many other materials which may be found in the atmosphere. All these make the dust and pollute the atmosphere and the air quality. Dust is present everywhere at home, offices and other places.

Dust mites are present indoors wherever humans live. Dust mites develop and grow rapidly in dark, warm and humid climate. They mostly grow in carpets, bedding, mattresses and upholstered furniture since these are



cleaned less often. The excreta of dust mites contains enzymes which are released upon contact with a moist surface. These enzymes are injurious to humans since they can kill or damage certain cells inside the human body.

Dirt

It is an unclean matter, especially on the person's clothes, skin or other possessions. Common types of dirt include dust, filth, grime and soil.

Stains

It is an unwanted, localised discolouration, often in fabrics or textiles. Stains can be classified as: (i) Protein-based stains, (ii) Oil-based stains, (iii) Combination stains, (iv) Dye stains, (v) Tannin stains.

Protein-based stains

Such stains are caused by items such as baby food, cheese-based food, faeces, urine and eggs.

(i) For fresh protein stains on washable fabrics, use cold water; hot water should not be used because it may coagulate the protein present in the stains which is difficult to remove thereby rendering the stain stubborn.

For removal of protein stains the following methods may be used:

- (a) Soak the stained fabric in cold water for half an hour.
 - (b) If possible put the fabric in running cold water and wash in washing machine using lukewarm water.
 - (c) For fresh protein stains on carpet, spray cold water on it until it is cleaned properly and dry the spotted area with clean paper towel. Repeat till completely removed.
- (ii) For old or dried protein stain on a washable fabric, the following method may be adopted.*
- (a) If protein stain has dried, soak the fabric in a solution prepared with one teaspoon of liquid detergent and 1.75 litres of cold water.



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- (b) Wash the fabric in washing machine with lukewarm water. If the stain is not removed, then soak the fabric in the solution for may be half an hour or more and wash the fabric again.
- (c) If the stain is not still removed, the only way left is to bleach the fabric and move for the next wash cycle.

(iii) For a dried protein stain on carpet or upholstery:

- (a) Prepare a solution of one litre water and $\frac{1}{4}$ teaspoon dishwashing liquid, apply the prepared solution on the stain and rub on the stained area.
- (b) Place a clean paper towel on the stained area and press to remove the solution. Now, rinse the stained area of fabric, put the paper towel on it to blot the stain.
- (c) Repeat until the soap suds are gone. Lightly spray water on the stain again. Put paper towel pads on it and leave to dry.
- (d) If the spot is not removed, repeat the procedure with a strong or concentrated solution of detergent. In case of very stubborn stains, cover the stain with hydrogen peroxide, for one hour and then clean using paper towel. No rinsing is required in this case.

Oil-based stains

These types of stain include motor grease, motor oil, hair oil, butter, lard, and salad dressing, etc. Oil-based stains are not as difficult to remove as is generally thought.

(i) For oil-based stains on washable fabrics

1. Always pre treat a new or old stain with commercial pre-wash stain remover. We can also use a liquid detergent on the stain for pre-treatment. (A paste of detergent powder and water can be applied on stains for pre-treatment).
2. After pre-treatment, wash the fabrics in machine in hot or lukewarm water. Repeat the procedure until the stain is removed.



(ii) *For oil-based stains on carpets and upholstery*

1. Blot the spot using a clean white cloth or paper towel on which isopropyl (rubbing) alcohol has been applied.
2. Repeat using a fresh cloth or paper towel and alcohol until the spot is removed.
3. Avoid using too much alcohol, since it can harm the latex lining on the underside of the carpet.
4. If the stain still does not go, use the method listed above for removing dried protein spots from carpeting and upholstery.

Tannin stains

All the food items containing tannin, like alcoholic drinks, coffee, tea, soft drinks and wines cause tannin stains.

(i) *For tannin stains on washable fabric*

1. Soak the stained fabric in the solution of liquid detergent and water (1.75 litres water and one teaspoon detergent). Then wash in machine with hot water, using good laundry detergent not ordinary soap. Soap and soap bar may make tannin stain harder to remove.
2. For removal of a tough stain of tannin, bleaching is the only effective way. In case of a sugar stain, it gets caramelised when washed in hot or hottest water. Precautions must be taken.

(ii) *For tannin stains on carpeting or upholstery*

1. Prepare and apply the solution of dish washing liquid and water, (1/4 teaspoon dishwashing liquid and one litre water). Cover the stain with clean paper towel to remove the applied solution, rinse the area by spraying water on it, blot the area to remove excess water continuing this until soap suds are gone.
2. Spray lightly with water but do not blot again. Lay the pad of fresh paper towel and leave to dry. If the stain is not still removed, repeat the procedure with half teaspoon liquid detergent and one litre water solution.



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3. If the stains are not removed cover with three per cent solution of hydrogen peroxide, let stand for one hour. No rinsing is required in this procedure. Put a pad of paper towels on it to dry the spot.

Dye stains

A dye is a chemical meant for colouring of floor. So if dye stain comes on any fabric, it is very difficult to remove. Other than chemical dyes, stains of blueberries, cherries, grass and mustard also fall under this.

For dye stains on washable fabrics

1. In case of a dye stain on washable fabrics, pre treat the fabrics with commercial stain remover or use liquid laundry detergent. It should be worked into the spot. Wait for a few minutes and then rinse well.
2. For proper stain removal, soak the fabric in oxygen based bleach. These bleaches are labeled 'All- fabric' or 'Perborate'.
3. If the stain is still there then soak the whole fabric or cloth in chlorine bleach and water.
4. In case of a dye stain on the carpet, it is difficult to remove. Only a professional cleaner can do this perfectly. Otherwise cut out the stained part and replace with a fresh patch.

Combination stains

Such stains are caused by oil, wax or dyes. They can be commonly divided into two categories.

Group A

These combination stains include marks from furniture polish and shoe polish, lipstick and eye makeup.

Group B

These combination stains include marks from gravy, chocolate, hair spray, face makeup, peanut butter and tomato-based foods.

(i) For washable fabrics with stains of Group A

1. For stains of this type, apply a dry cleaning solvent.



2. Rub with liquid detergent, scrub and wash in hot water. This process will remove the oily or waxy part of the stain.
3. Then wash it with any laundry detergent and oxygen bleach or all-fabric bleach.
4. Check for stain removal before drying.
5. If the stain is still there, wash with chlorine bleach.

(ii) For washable fabrics with stains of Group B

1. Rub the stain spot with a liquid laundry detergent.
2. Wash in the machine using hot water.
3. If the stain is not removed, apply oxygen bleach.
4. If this also fails, apply chlorine bleach.

(iii) For combination stains on carpet or upholstery

1. Remove the oily or wax part first as described in the points given above.
2. Apply isopropyl alcohol on a clean white cloth or paper towel and blot the spot.
3. Never use a dirty cloth or napkin.
4. Repeat this procedure until the spots are gone.
5. Be careful not to use too much alcohol since it may damage the lower latex lining of the carpet.

If the alcohol treatment does not work

In such a situation, try the following.

1. Prepare a solution of $\frac{1}{4}$ teaspoon mild dishwashing solution (not containing lanolin or bleach) and one litre of water and apply on the stain.
2. Work the liquid into the stain for smooth application on the affected area. Blot the area with a clean paper towel to remove excess solution.
3. Lightly spray water and blot. Continue this activity until all the soap studs are removed.
4. Again spray water and lay a pad of paper towels and let it dry. If the stain is too stubborn, then cover the stain with three per cent hydrogen peroxide (H_2O_2) and let it stay for one hour.



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5. No rinsing is required in this procedure.
6. Dry using a pad of paper towels.
7. Repeat till the stain is removed.

Upholstery

It is used to cover furniture, especially seats, using padding, springs, webbing, and fabric or leather covers. The term is applicable to all furnituresuch as, domestic, automobile, airplane and boat furniture, etc., and can also be applied to mattresses, particularly the upper layers.

The hospitality industry has a combination of both traditional and modern furniture which is mostly upholstered. Upholstery is the term used for coverings of furniture. Traditional upholstery consists of material like animal hair (horse, hog and cow) coil springs, hay, etc. On the other hand, modern upholstery consists of synthetic material like serpentine springs, vinyl, Dacron, etc.

Types of upholstery

Traditional upholstery

It includes sofa, chairs, seats, etc. These are the furniture coverings which evolved over centuries even before the development of sewing machine, foam and synthetic fabrics.

Automobile upholstery

It is an upholstery used to cover car seats. The material most commonly used is fabric, leather or leatherette.

Commercial upholstery

This is the type of upholstery work used in commercial establishment like restaurants where dining chairs, seats, bar stools, etc., are covered with upholstery.

Marine upholstery

It differs in that one has to use appropriate material considering dampness, sunlight and rough usage.



Cleaning of upholstery

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- Step 1:* **Pre-inspection:** this is done to understand the material used for upholstery.
- Step 2:* **Area preparation:** before starting to clean the upholstery, we have to prepare the area surroundings to protect it from getting spoilt.
- Step 3:* **Pre-vacuum:** For proper cleaning, upholstery should be pre-vacuumed completely. This procedure will remove all the dry soil and loose particles from the textile.
- Step 4:* **Pre-treat:** a solution is applied to emulsify the stain. The choice of solution would depend on the type of fabric and extent of soiling.
- Step 5:* **Pre-spot:** hard and difficult stains are pre-treated with stain remover solutions to increase the chances of removal.
- Step 6:* **Pre-groom:** dust with soft upholstery brush to loosen the soil.
- Step 7:* **Soil extraction and rinsing:** by rinsing, all soil is extracted from the fabric. Rinsing should be done with care and gentleness.
- Step 8:* **Neutralise:** the fabric is then neutralised that is, its pH is balanced to maintain a soft, fresh feel.
- Step 9:* **Post stain removal:** most spots are removed with a standard pre-conditioner and rinsed. Any stains still remaining should be given extra treatment with a speciality stain removal solution. For longer carpet life and fewer permanent stains, be sure to have professional carpet protectors applied to the carpet.
- Step 10:* **Post groom:** the upholstery is then prepared for drying with a gentle combing of the fabric.
- Step 11:* **Speed dry:** high-velocity air movers are placed after cleaning to promote faster drying.



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*Step 12: **Post cleaning inspection:*** to review the cleaning results to ensure that expectations have been met or not.

Types of upholstery fabrics

Furniture upholstery is much more than just the surface beauty of a soft hand or a striking cover pattern. Within a chair or sofa, can be found padding, springs, and webbing, such as horse hair, coconut husk fibre, coarse burlap, and steel.

1. Chenille

It is a tufty velvety cord or yarn, used for trimming furniture and made into carpets or clothing. This fabric is best for comfortable pieces such as oversized recliners, sofas and children's furniture.

2. Cotton

It is a soft white fibrous substance which surrounds the seeds of the cotton plant and is used as textile fibre and thread for sewing. Such an upholstery is mostly a blend of stylish, breathable natural fibre and polyester, linen, nylon, etc., for added texture, strength, or resistance to soiling and wrinkling.

3. Jute

This fabric is made of thin threads from a plant, also called jute. This natural fibre is produced mostly in India and Bangladesh, it is traditionally used for making ropes and matting.

4. Leather

It is a material made from the skin of an animal by tanning or a similar process. Leather upholstery can vary greatly in price and quality, depending on its grade and treatment. Full-grain leather, Top-grain leather, Corrected-grain leather, Split leather, Faux leather

5. Linen

Made from flax, it is an extremely strong natural textile fibre. It is a smooth, soft, and naturally lustrous fabric



that offers excellent durability and natural resistance to moths, pilling, and abrasion.

6. Microfibre

It is a knit blend polyester fabric that is softer than suede and a whole lot easier to clean. This dense material is made of tightly woven synthetic fibres, providing durability and moisture resistance with the aesthetic qualities of real suede.

7. Polyester

It is a strong material made of fibres (called polyesters) which are produced by chemical processes, often mixed with other materials and used especially for making clothes. It is a high-performance synthetic fabric that works best with natural materials such as cotton and wool.

8. Velvet

It is a closely woven fabric of silk, cotton or nylon, with a thick short pile on one side. This soft and lustrous material is made from natural or synthetic fibres, and varies in quality and type. Though comparatively difficult to clean, velvet stands out for its comfort, texture, and rich colour, which makes it a preferred choice for a dramatic look such as traditional button-tufted headboards and swanky chairs.

Cleaning Procedure

The following steps to be followed for Upholstery cleaning:

1. Remove loose cushions and place them on the furniture.
 - Follow the stain removal procedure based on the nature of stain. Refer to 'stains' in previous pages.
2. Wipe spills from vinyl or leather furniture with a damp cloth.
3. Wipe the fabric with a clean, damp cloth.
4. Brush the upholstery in one direction using an upholstery brush.

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5. The upholstery should be dust and stain free at all given times.

Vacuum fabric surface

1. Keep the following steps in mind while vacuuming the fabric surface.
2. Vacuum the fabric surface or leather surface with utmost care.
3. Vacuum all visible surfaces.
4. Ensure that you vacuum under cushions, in cracks and crevices.
5. Be careful while vacuuming under the folds, buttons and other features that collect crumbs and dust.
6. Do not damage the buttons and folds.

Carpet

It is used for covering the floor. It is also known as 'textile floor' and consists of an upper layer of pile attached to a backing.

Types of Carpet

1. Woven carpet
2. Needle felt
3. Knotted
4. Tufted
5. European flat-woven carpets including Venetian, Dutch, damask, list, haircloth, and ingrain
6. Oriental flat-woven carpet including kilim, soumak, plain weave, and tapestry weaves

Material used in carpets

1. Nylon
2. Polypropylene
3. Wool and wool-blends
4. Polyester
5. Acrylic

Nylon

It is the most commonly used material for manufacturing of carpets. It can be coloured or dyed and printed easily.



It is sturdy to wear and tear, hence preferred for use in industries and commercial set ups. There is one disadvantage of using this—it gets stained easily.

Fibre Polypropylene

It is used for the construction of Berber carpets. The other name for it is Olefin. These are stain resistant carpets, difficult to dye and less sturdy as compared to nylon or wool.

Wool and wool-blends

It has very high durability and can be blended easily with synthetic fibres, whereby durability further increases. These carpets can be dyed easily and are widely used.

Polyester

It is a stain resistant material called polyethylene terephthalate. One disadvantage is that it gets crush crumpled easily.

Acrylic

It is easily washable and gives the feeling of wool. However, it is difficult to dye.

Carpet cleaning process

There are 12 steps for the cleaning of carpet.

- Step 1: Pre-inspection:** to visually inspect the carpet to identify potential permanent stains and give an evaluation of expected results, as well as listen to any concerns the client may have
- Step 2: Commercial pre-vacuum:** dry soil is removed by thorough vacuuming.
- Step 3: Furniture moving:** it includes moving sofas, chairs, tables and small items. Beds, dressers, and heavier pieces cost extra to move.
- Step 4: Pre-conditioning:** all traffic areas and spots will be treated with a special preconditioning soap. It emulsifies and breaks down soil and general spots without any harsh chemicals, while leaving no soapy, sticky residue behind.
- Step 5: Pre-spot:** difficult spots are pre treated with special solutions to increase chances of removal.



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- Step 6:* **Pre-grooming or agitation:** a professional carpet groomer or rotary brush is used to further loosen the soil.
- Step 7:* **Ultra pure rinse:** Ultra purified steam rinse flushes away embedded dirt, allergens, greases and soils from your carpets without the need for additional chemicals, while leaving the carpet virtually dry.
- Step 8:* **Post spot:** Any spots or stains still remaining need extra treatment with many specialty spotting solutions.
- Step 9:* **Fluffing:** This essential step assures the final look of the carpet. The carpet is groomed with a special brush that sets the pile for its best appearance.
- Step 10:* **Speed dry:** high velocity air movers are placed on the carpet immediately after cleaning to promote faster drying.
- Step 11:* **Post cleaning inspection:** After cleaning, the technician should inspect the carpet to make sure that desired cleaning has been accomplished.
- Step 12:* **Carpet protector (optional):** It is always best to treat freshly cleaned carpets with a carpet protector. This step would minimise future staining, keeping the carpets cleaner for longer.

The carpet cleaning industry is the busiest during summers and spring season. Both the cleaning of carpet as well as the disposal of waste water from cleaning of course is also important, because waste water may contain solvents, detergents, stain removal chemicals, human body fluids and other hazardous chemicals and materials.

Following tips on carpet cleaning

1. Throw the waste water in a sink or drain safely connected to the government or municipal corporation sewage and pipelines.



2. Always check the waste water before throwing, for the presence of carpet fibre which may block the pipeline. If possible, it should be filtered or sieved.
3. If the waste water contains hazardous chemicals, it should be discharged as per government rules.
4. Never throw or discharge water on the ground, it may be harmful or hazardous to other people who may accidentally come in contact with it. Always prepare a log register with details of the number of times the carpet is cleaned, the method of cleaning and the disposal of waste water used.

Stain removal directions

Following are some instructions for the removal of carpet stains.

*Step 1: **Immediate action:*** lifting and blot up of carpet

1. Stained carpet or upholstery, etc., should be lift off or blotted up immediately.
2. Try to remove the adhered stain from the surface of the carpet.
3. Vacuum the carpet on the stained area.

*Step 2: **Identification of the spot***

1. Identify the spot by its appearance, location and feel like stickiness, oil, stiffness, etc.
2. Once the spot is identified, try to know its composition.

*Step 3: **Vacuum***

1. Once the vacuum of the carpet is completed, try to remove the remaining spot material.

*Step 4: **Removal of spot***

1. Remove the spot as soon as possible after identification.
2. With the help of a spatula, remove the excess solids and liquids off the spotted area.

*Step 5: **Test***

1. Perform a drip test on a small, hidden portion of the fibre to determine the effect on dyes and fibre. Apply a drip of spotting product sparingly.



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Step 6: **Break stain down**

1. With the help of a carpet spotting brush, tap the stained area in order to breakdown the stain.
2. Use a carpet stain spotter chemical for easy breakdown.

Step 7: **Blot**

1. With the help of a white terry cloth towel, or other effective absorbent or blotting material, blot the area of stain using downward pressure.

Step 8: **Extract**

1. Extract all residue stain particles and rinse the carpeting.

Step 9: **Dry**

1. With the help of a carpet blower or hairdryer, dry the stained area completely.

Practical Exercises

Activity 1

Visit a home amenities shop nearby in your area and list out the cleaning agents available for different articles.

Materials required: Notebook, pen, etc.

Procedure

- Visit a home amenities shop nearby in your area.
- List out the cleaning agents available for different articles in the shop.
- Make a table in your notebook and list the names of all available cleaning agents and their uses.
- Present and discuss in class.

Activity 2

Classify and list the home articles that need daily and periodic cleaning.

Materials required: Notebook, pen, etc.

Procedure

- Write down all the cleaning agents listed during the visit.
- Classify all listed cleaning agents according to daily and periodic cleaning.
- Note down their function in your notebook.
- Prepare a brief report and present in the class.



Activity 3

Visit a furniture upholstery supplier and list the various upholstery materials available in the market.

Materials required: Notebook, pen, etc.

Procedure

- Visit any store of furniture or upholstery supplier nearby .
- Discuss with the supplier, collect information and list out the various types of upholstery materials available there.
- Note down all the information in your notebook.
- Prepare a brief report after the visit.

Check Your Progress

A. Fill in the blanks

1. A stain is _____.
2. Mainly soiling means _____ and _____.
3. Stain caused by egg is a _____ stain.
4. Apply _____ to remove an oil based stain.
5. Automobile upholstery is used to _____.
6. Commercial upholstery is the type of upholstery work offered to _____.

B. Subjective questions

1. What is cleaning?
2. Explain the need for cleaning in an organisation.
3. What are the different types of hard surfaces?
4. What are the requirements of a cleaning task?
5. What do you understand by 'Stain'? Classify them and write their cleaning procedures.
6. What are carpets? Discuss their utility.
7. Explain different types of carpet.
8. Explain step by step method of carpet cleaning.
9. What is upholstery? Describe the types of upholstery.
10. Explain the procedure of cleaning upholstery.
11. Write the equipments required for upholstery cleaning.



SESSION 2: CLEANING FURNITURE AND GLASSES

Furniture

It refers to the movable objects usually kept in a room or building for reclining, seating and/or sleeping purpose. Furniture makes the working atmosphere comfortable and suitable for living and working. Examples of furniture are chairs, stools, tables, sofas and beds. Furniture are also used to store things, for example shelves and wardrobe and also to place things at a comfortable height for working.

Types of furniture as per its use



Fig 6.1: Buffet



Fig 6.2: Sofa set with centre table

Seating

Single seat

1. Chair
2. Lift chair
3. Bean bag
4. Stool
5. Bar Stool
6. Buffet

Multiple seats

1. Bench
2. Couch, also known as a sofa or settee
3. Canapé
4. Divan

Sleeping or lying

1. Bed
2. Bunk bed
3. Canopy bed
4. Four-poster bed
5. Murphy bed
6. Platform bed
7. Sleigh bed
8. Infant bed (crib, cradle)
9. Mattress
10. Sofa bed



Entertainment

1. Contemporary home entertainment centre

Tables

1. Changing table
2. Desk
3. Davenport desk
4. Drawing board
5. Computer desk
6. Writing desk
7. Pedestal Table
8. Coffee table
9. Dining table
10. Drop-leaf table
11. Folding table
12. TV tray table
13. Wine table



Fig 6.3: Tea table

Storage

1. Baker's rack
2. Bookcase
3. Cabinetry
4. Bathroom cabinet
5. Closet
6. Cupboard
7. Curio cabinet
8. Hutch
9. Kitchen cabinet



Fig 6.4: Coffee table

Sets

1. Bedroom set (group)
2. Dining set

Types of furniture according to material

1. Wooden furniture
2. Bamboo furniture
3. Wicker or rattan furniture
4. Metal furniture
5. Plastic furniture (a.k.a. acrylic furniture)
6. Glass furniture

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Wood

This is the most common material used for making furniture.

Wood is hard and porous in structure. It is used to make different furniture and other decorative articles. It is a versatile material available in different colours and patterns. It is prone to dust properties, pest infection and fungal attack because of its porous structure.

Classification of wood

Wood is of various types:

- | | | |
|-----------------|-------------------|------------------|
| (i) Hardwood | (ii) Softwood | (iii) Solid Wood |
| (iv) Hardboard | (v) Plywood | (vi) Wood Boards |
| (vii) Chipboard | (viii) Blackboard | (ix) Cork |

Being porous, absorbent, and susceptible to stains and starches, wood surface needs extra protection on the exterior surfaces. This can be achieved by various treatments like:

- Beeswax
- Polyurethane finish
- Paint and oil
- Varnish
- Lacquer
- French polish

Care and Maintenance of wood

For maintenance of wood, the following points are to be practised.

1. Regular care and cleaning of wood surface by dry dusting and using furniture maintenance chemicals.
2. Repair wear and tears promptly.
3. Vacuum the wooden floor surfaces daily.
4. Buff the wooden floor surface whenever required with a floor polisher.
5. Avoid using water for cleaning of wood.

Wood Stain: It is the colorant dissolved suspended in a solvent or agent. These can be in various forms like water, alcohol, petroleum distillate, or the actual finishing agent, for example, shellac, varnish, lacquer, polyurethane, etc.



Cleaning stained wood: Special care needs to be taken while cleaning stains on wood. Stain of water is the most common on wood. Hot iron is used to remove such stains. However, caution must be taken while doing so in order to avoid damaging the wood or its finish, especially while dealing with antiques.

Polishing

Polishing of wood creates a smooth and shiny surface on wood by rubbing action. This lends a significant shine and reflection to it. In some materials like metals, glasses, black or transparent stones, polishing also reduces reflection.

Types of polishing as per surfaces

Woodworking

1. *French polishing:* it is a technique or process of finishing wood which lends a very high gloss with deep colour to the surface. This polishing is done by applying several thin coats of shellac dissolved in alcohol. A soft cotton rubbing pad lubricated with oil is used to rub in the polish.
2. *Wood finishing:* involves refining or providing protection to a wooden surface. Finishing is of utmost importance in furniture making and amounts to 5–30 per cent of manufacturing costs.
It is the final step of furniture manufacture and imparts gloss, smoothness, enhanced appearance and higher resistance to moisture, etc., to the wood surface.
3. Other methods
 - (i) Chemical-mechanical polishing, which is used in semiconductor fabrication
 - (ii) Flame polishing, a type of polishing used on glass and thermoplastics
 - (iii) Ultra-fine, abrasive paste polishing, polishing for soft or fragile work surfaces
 - (iv) Vapour polishing, a method of polishing plastics for optical clarity



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Glass

It is made up of silica or sand. It is a brittle, transparent and lustrous material made up of correctly measured mixture of fine sand, soda or potash. This mixture is also known as 'batch'. This prepared batch is heated into a furnace to a temperature of 1300 degree Celsius. Due to extremely high temperature, this mixture fuses into a molten glass form.

From the furnace, the molten glass is led away for shaping. After shaping, the glass is cooled by a process called 'annealing'.

Uses of Glass

Glass is used for making doors, windows, furniture, vases, lighting fixtures, mirrors, partitions, tableware, kitchenware and bottles, etc.

Types of Glass

In hotels, there are the following types of glasses used for making different articles:

- (i) **Flat glass:** it is made up of soda-lime, mainly used for making windows , table tops and shelves.
- (ii) **Fibre glass:** this type of glass is available in textile fibre form used for making curtains and fire blankets.
- (iii) **Obscured glass:** this is a type of flat glass generally used for making of windows. It is textured from one side, thereby rendering it opaque from this side and transparent from the other side.
- (iv) **Hollow glassware:** these types of glassware are hollow in shape made by blowing, molding and pressing molten glass into desired shapes.
- (v) **Safety glass:** This is also made of flat glass available in various forms as follows.
 - (a) Laminated glass
 - (b) Toughened and laminated glass
 - (c) Toughened glass
 - (d) Obscured glass with wire



Cleaning procedure (flat glass)

1. Perform frequent cleaning of flat glass.
2. Use a lint-free cloth for proper dusting.
3. Perform damp dusting whenever required.
4. For light soiled surface, use a solution of vinegar and water in a proportion of 1:1 or 9 ml liquid ammonia in one litre water.
5. If possible, use glass sponge for better results.
6. For larger surfaces, use glass squeeze.
7. For removing stubborn marks, use a wiping cloth moistened with methylated spirit.
8. Use newspaper as it contains lead which is an effective solvent for cleaning windows.

Cleaning of hollow glassware and other articles

1. Use a soft nylon brush for cleaning hollow glassware.
2. Avoid abrasives as it may produce scratches on the article.
3. Use a mixture of crushed eggshells, synthetic detergents, and warm water for cleaning of discoloured or stained bottles and vases.
4. Use a mixture of construction sand and water for cleaning jars and bottles. This helps in the removal of discolouration.
5. For the removal of stains formed by hard water, soak the items in distilled water and scrub with the help of a nylon scrubber and synthetic detergent solution. Rinse with water and air dry the article or wipe the articles with a lint-free cloth.

Chandelier cleaning

1. For cleaning, bring the chandelier down from the height and use spirit for cleaning each piece of chandelier.
2. Dismantled pieces can also be cleaned by dipping into a warm solution of synthetic detergent.
3. Use a nylon scrubber and rinse in clean warm water.
4. For second rinsing and producing sparkling on dismantled pieces, use a mixture of one teaspoon liquid ammonia in 2½ litres of water.



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5. An upholstery shampooing machine can also be used for cleaning. This machine sprays a detergent solution with pressure through a fine nozzle to clean each piece.
6. Use a basin or cloth placed below the chandelier for collecting dripping water.

Practical Exercises

Activity 1

Demonstrate the cleaning of solid surfaces in a hotel.

Materials required: Notebook, housekeeping equipment, cleaning agents, PPE, pen, etc.

Procedure

- Visit a hotel near your house.
- Discuss with the Housekeeping Attendant and collect information about cleaning of solid surfaces .
- Demonstrate the standard operating procedure for cleaning.
- Note down the important information in your notebook.
- Prepare a brief report after your visit.

Activity 2

Visit a luxury hotel nearby and collect information about different types of wooden flooring in the hotel.

Materials required: Notebook, pen, etc.

Procedure

- Visit any luxury hotel nearby.
- Discuss with the Housekeeping Attendant and collect information about different types of wood flooring in the hotel.
- Note down the types and their properties in the notebook.
- Prepare a brief report after visit.

Activity 3

Demonstrate the cleaning of window glasses and other glass articles used in hotels.

Materials required: Notebook, housekeeping cleaning equipments for glasses, pen, etc.

Procedure

- Visit a luxury hotel located nearby.
- Discuss with the Housekeeping Attendant and collect information about cleaning of different glass articles, that is, windows, doors and other glass articles used in the hotel.
- Demonstrate the cleaning procedures under the guidance of the Housekeeping Attendant.



- Note down all the steps of demonstration.
- Prepare a brief report after the visit, present and discuss in the class. You can also give a demonstration of cleaning.

Check Your Progress

A. Fill in the blanks

1. Furniture refers to _____ used for _____, _____ and _____.
2. Wood surfaces often require extra protection since they are _____.
3. _____ are finishing processes for smoothing a work piece's surface using an abrasive and a work wheel or a leather strop.
4. _____, _____, _____, _____ and _____ are types of glass.
5. Use _____ for cleaning hollow glassware.

B. Subjective questions

1. What do you mean by furniture?
2. List the various types of furniture used in a hotel.
3. Discuss the various types of material used in making a furniture.
4. Describe different types of wood stains that can occur on furniture.
5. Explain the stain removal procedure for furniture.
6. Write a short note on the types of polishes and procedure of polishing.
7. Write about glass and its various uses in hotels.
8. Describe types of glass.
9. How is cleaning of glass articles done?

SESSION 3: OFFICE AND ACCESSORIES CLEANING

Cleaning the desktop of computers

Computer is an electronic device to process raw data using a set of instructions called program, provides result, i.e., output which can be saved for future use.

All computers follow a logical process to perform the full five basic operations for converting raw data (input) into information which is useful to users.

Computers consist of—hardware and software.



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Hardware

It refers to the physical structural components of the computer that can be touched by hand, for example, keyboard or mouse; screen and the CPU.

Software

These are the program or set of instructions that instruct the hardware for what to do and how to do, for example, web browsers, games and word processors.

Preparation

Following is the preparation before cleaning computers.

1. Remove all the power connected cables from the power socket.
2. Remove all peripherals such as USB cables, audio cables and video cables.
3. Use a well-ventilated area as lots of dust accumulates on its surface.
4. Use a vacuum cleaner for dusting of computer peripherals.
5. Use face mask, if required.

Tools

The tools required for cleaning computer are listed below.

1. Cleaning cloth
2. Cotton swabs (optional)
3. Feather duster
4. Glass cleaner
5. Small soft bristle paint brush for hard reaching areas.

Cleaning

1. Before starting, make sure all computer peripherals are removed.
2. Dry dust the exterior parts of the desktop with the help of a dry duster.
3. Use a blower to remove dust build up on different parts of computer like RAM slots, mother board circuits, CPU fan, etc.



4. Use pen or pencil for cleaning fans to prevent the blades from spinning.
5. Use a feather brush or cotton swab to clean the fan by rubbing the swab against the blades to stick the dust particles.
6. Use Damp cloth to wipe the various surface of desktop exterior.
7. Use all purpose cleaner for removal of any hard stains.
8. Clean the monitor with a clean muslin cloth in a single direction.
9. Don't forget to clean your computer every 3 to 6 months to keep it's performance up.

Office cleaning

Office is the place that is specially meant for working. Employee needs to sit at a place and do his job. It is the place equipped with the amenities required for specified job. Each office has different amenities as per the type of job it is dealing with. Since engaged in routine work, the office area needs to be maintained. Lots of people visit the office area from inside and outside the establishment. Therefore lot of dust and dirt gets accumulated daily which needs to be removed daily. Office has specific working hours after which it is closed to be opened for the next day. Till then dust settles down on the working tables and floors and pests start moving till the next day time of opening the office. This all makes office dirty and immediate need of cleaning becomes necessary. Office can be of two main types:

Personal office: This is the place where single head of department works.

General office: This is the area of common working for staff members.

The Office Area is divided into different areas – Work Areas or Work Stations.

- Chair and table of the head of office
- Sitting area of the Secretary
- Pantry



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- Fresh room or toilets
- Smoking zone
- Waiting area for visitors

Supplies and equipment needed

- Backpack, Dual Motor or Single Motor Upright Vacuums
- Upright Brooms and Dust Pans
- Caution, Safety and Wet Floor Signs
- Disinfectant Sprays and Wipes
- Rotary Floor Scrubbing Buffers
- Furniture and Wood Polishing Cleaners
- Garbage Bags
- Glass Cleaning Chemicals
- High Speed Burnishers
- Janitorial Carts
- Portable Carpet Spotters
- Stain Removing Carpet Chemicals

Preparing the office area

- Collect all the required cleaning chemicals and equipments.
- Keep all these on the janitorial cart and go to the cleaning area.
- Use wet floor safety signboard to control traffic movements and warn people moving in that area.

Daily cleaning procedures

- Collect all the debris or paper from the office and dispose off into trash can.
- Empty and clean the trash can when filled and line it with a fresh garbage bag.
- Use Vacuum cleaner for removing hard to reach areas for dirt or debris that can't be removed by hand.
- Dry dust all the surfaces from top to bottom.
- Damp wipe the surfaces with the help of all purpose cleaner.
- In case of any spots or stains on the carpets, floors, walls, furniture or baseboards immediately wipe those.



- For carpet, use vacuum cleaner to remove dust and to remove upholstery stains, follow stain removal process for upholstery.

Weekly cleaning procedures

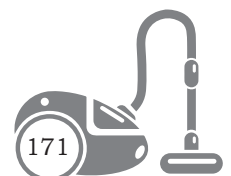
- Dry and damp dust all the surfaces of the office area.
- Clean and empty trash cans and replace with garbage bags. Use all purpose cleaner to clean trash can.
- Use disinfectant to wipe down the desks, telephones, calculators, and computer keyboards.
- Dust the surfaces of vents, ledges, door knobs and window sills.
- Use dry mop on the floors and remove the collected waste.
- Wet mop all hard floor surfaces.
- Vacuum all carpeted floors starting from far end to near end towards the door.

Monthly cleaning procedures

- Use a disinfectant spray or wipe to clean wall-mounted units such as paper towel dispensers and hand dryers.
- Perform cleaning of all the fixtures and items in the restroom.
- Use all-purpose cleaner for cleaning all vertical surfaces.
- Perform spray buffing on hard surface floors. Use a low speed floor buffing polisher. Scrub the floors with a low speed buffer.
- Polish the desks, tables, chairs, and any other wood objects by using a furniture polish for shining and glossy surface.
- Dry dust or vacuum all vents, overhead circular fans, and other hard to reach areas.
- Use glass cleaner to clean all windows.

Semi-annual cleaning procedures

- Perform Stripping and recoating on tiled floors to remove difficult stains and marks.



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- To give shine on the floors use floor polishing finish procedures.
- Spray buff or polish the floor.
- Extract all carpeting, runners, mats and upholstery under the supervision of experts.
- For any heavily soiled areas perform proper carpet scrubbing procedure.
- Clean all equipments after use and allow it to dry.
- Store all cleaning supplies in proper assigned storage area.
- Arrange all the removed movable objects in its original place.

Practical Exercise

Activity 1

Visit a computer hardware shop and see the internal hardware assembly. Draw a labelled diagram of the various parts of the computer. Then visit a hotel to see how cleaning of the hardware is done.

Materials required: Notebook, cleaning equipments for computer, pen, etc.

Procedure

- Visit a hardware shop and inspect the internal hardware assembly carefully.
- Now visit a hotel located near your area.
- Discuss with housekeeping attendant and collect the information about cleaning of computer desktops used in the hotel.
- Demonstrate the cleaning procedure under guidance of housekeeping attendant.
- Note down all the steps of demonstration.
- Prepare a brief report after visit, present and discuss in the class.

Activity 2

Plan an activity to clean the desktop computers of your school.

Materials required: Notebook, cleaning equipment and agent(s) for computer, pen, etc.

Procedure

- Divide students into groups of five each.
- Assign a desktop computer to each group and ask them to clean the same using proper procedure, equipment and cleaning agent(s).



- Supervise the work of students.
- Ask the student to record the activity done and difficulties faced if any.

Activity 3

Visit a hotel nearby your area and collect information about office cleaning areas for daily, weekly, monthly and semi-annual cleaning procedures.

Materials required: Notebook, pen, etc.

Procedure

- Visit a hotel located near your area.
- Discuss with housekeeping attendant and collect the information about office cleaning areas for daily, weekly, monthly and semi-annual cleaning procedures.
- Note down all the steps in your notebook.
- Prepare a brief report after visit, present and discuss in the class.

Check Your Progress

A. Fill in the blanks

1. A computer is an _____ that takes raw data as input from the user and processes it under the control of set of instructions (called program), gives the result (output), and saves it for future use.
2. _____ is a set of instructions that tells the hardware what to do and how to do it.
3. _____ is any part of your computer that has a physical structure, such as the keyboard or mouse.
4. Office can be of two main types _____ and _____.

B. Subjective questions

1. What is a desktop computer? Give different types of computer.
2. What are different tools required for computer cleaning?
3. Write down the method of cleaning desktop computer.
4. Describe safety measures for cleaning computer.
5. Explain need of daily and periodical office cleaning.
6. What do you mean by work station?
7. What office amenities are found at different work stations?
8. What are the Dos and Don'ts of office cleaning?



Unit 7



Maintaining a Neat and Tidy Area

In a luxury hotel, the guest area, public area and guestrooms are the main areas which are constantly on display. Although Housekeeping is an ancillary department, it contributes in a big way towards the overall reputation of a property. It is essential that the housekeeping department maintains the cleanliness specially of these areas along with all other areas so that the property gives an impression of being as fresh and attractive as the day it opened for business.

In fact housekeeping is a 24×7×365 operation. Professional housekeeping services are very much in demand not only in hotels, but also in hospitals, offices, on cruise liner etc. Since most organisations prefer to outsource these services, contract housekeeping is gaining popularity these days.

In the housekeeping department, the Housekeeping Attendant (HA) is responsible to oversee all the cleaning—from guest rooms to the public area. Since most of the public areas are high traffic areas, the Housekeeping Attendant maintains a deep cleaning schedule for those areas at night, and regular cleaning and maintenance during the day time. After cleaning the public and guest areas in the hotel, the Housekeeping Attendant ensures that these areas are maintained well too.

In this Unit, you will learn how to maintain the assigned area as well as the public areas such as lobbies, lifts, entrances and public toilets, keep them in good order, by regularly emptying bins, arranging furniture and keeping the displays tidy.

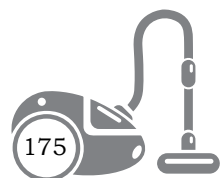
SESSION 1: ASSIGNING CLEANING DUTIES AND MAINTAINING PUBLIC AREA

Assigning cleaning duties

Assigning duties means to give someone a particular job or duty to complete a specific task for a particular reason in a given time. A clean and tidy guest room gives a feeling of freshness to the guest. Hospitality services are paid services and include all the cleaning and maintenance work of guest rooms, floors, lobby and public toilets etc. The standard of a hotel or a guest house is mostly judged by its level of cleanliness and hygiene. Assigning duties includes maintaining a roster and overseeing the quality of the work done.

Duties and responsibilities of a Housekeeping Attendant

First of all, the duty of a Housekeeping Attendant is to report to one's housekeeping supervisor. An Attendant's duties are to clean and serve the guestrooms and baths under the supervision of a senior person of the housekeeping department. Since the work of an Housekeeping Attendant leaves an impression of the hotel before its guests, the HA must be pleasant, honest, and friendly and should be able to solve the problems of the guests and respond well to their requests. The HA's duties include making the guest's bed, dusting the room and furniture, vacuuming the carpet, checking and securing the guestrooms and privacy of guests. After completing the cleaning process of the room, the Attendant replenishes amenities according to the operational standards. The duties assigned to an HA are rotational for cleaning and maintaining the rooms. The HA also needs to attend to guest request(s) and



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provide the things or items needed by the guest. Thus, for example providing Iron, ironing board, hair dryer etc., on borrowing basis and taking them back after the task is completed. The Attendant is responsible for the hotel property in one's working area.

Ensuring the cleanliness of the area

After the assigned HA has cleaned the guestroom, the room supervisor plays an important role in checking it as per the hotel or industry checklist. The supervisor ensures that all areas and corners of the guestrooms are completely clean according to the rating or class of the hotel.

One also oversees the activities which are undertaken by the HA like sweeping, removal of debris and leaf litter, litter picking, clearing of the bins, desilting of the drains of bathrooms, etc.

Maintaining the upkeep of a guest area

The motto of Housekeeping department is to always ensure a clean and hygienic environment and surroundings for the guest. Such an environment is attractive, comfortable and welcoming to the guest. It not only gives satisfaction to the guest but also gives value for money of the guests. Guests mostly first assess the room or guest area on the basis of its cleanliness, comfort and aesthetics, and is very likely to come back to the same hospitality.

Pre-preparation

Before the work of upkeeping the guest area starts, briefing is most important. Briefing is a process undertaken before commencing work (Refer to the Unit 6). In briefing, the senior person assigns the day-to-day work to be completed to the junior staff. During this meeting, it is also discussed to manage the guest area for cleaning within the slotted time. After the briefing, all the Attendants get to their respective areas with the required equipment and to begin their respective tasks.



On the other hand, the planning process is also one of the important assets of the housekeeping department. The planning of work should be done on paper and needs to be properly documented. Planning involves the following.

1. Division of work document
2. Room inventory lists
3. Frequency schedules
4. Performance standards
5. Productivity standards
6. Inventory level
7. Work schedules

Division of work document

The Executive Housekeeper identifies the area that will come under the purview of the housekeeping department for its maintenance and upkeep. The method of division of work is to divide all guest areas into separate sections and assign cleaning of these sections to different attendants. The division of work document should be presented to the Executive Committee for review and approval.

Room inventory list

Once the work is divided amongst the cleaning personnel, the supervisor needs to concentrate on the area which comes under his responsibility. The important task in planning work is to prepare a list of all items and surfaces within a particular area that require special attention. Due to this, more efficient cleaning and maintenance of the area needs to be done.

Frequency schedules

These show how often the items listed in the floor inventory list are to be cleaned or maintained. The frequency of cleaning is directly related to the type and amount of soiling expected in the area or on the item to be cleaned. Due to this, the work of cleaning and the maintenance task is split into daily, weekly, monthly or periodical tasks.



Performance standards

The standards are as per expectation of the set up and not always as laid down standards. The performance task is also completed with the communication between the staff who actually works on that particular area. Performance standards are achieved when cleaning methods are correctly selected and systematically followed.

Productivity standards

These standards communicate the quantity of work expected to be completed by each employee of the department. It helps in determining the staffing requirements. Due to this, a balance between performance standards and productivity standard is achieved. The equipment, cleaning agent and method of work are also considered as productive standards.

Inventory level

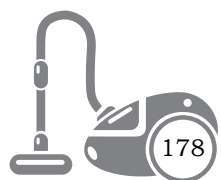
The term inventory here means the stock of purchased operating supplies, equipment, and other items held for future use in the cleaning operations. The material to be used and also necessary equipment with the operating supplies should be adequate in quality and quantity to meet the performance and productivity standards.

Work schedules

It is a document that lists the actual tasks to be carried out by an employee in a particular shift, and the time frame to undertake each task. According to the set schedules of cleaning the area on a particular day, the requirement of staff is planned for completing the work. Before employees start their shift, a work schedule is handed to them.

Importance of wearing protective clothes

The protective clothes refer to PPE (Personal Protective Equipment) which means clothing like hand gloves, plastic caps, helmet, shock-proof shoes, earplugs, goggles or other garments which are designed to protect the workers' body from injury or infection. These types



of clothes protect one from chemical accidents, heat or physical or electric shock when the work is in progress.

Importance of installing hazard warning signs

Safety signboards are useful to employees and visitors when work is in progress to protect them from any danger. Therefore, safety signboards are needed to be installed where they draw the attention of safety hazards which may not be obvious. It reminds the employees to wear PPE and to direct them to where the emergency equipment is installed and where certain work or actions are not allowed.

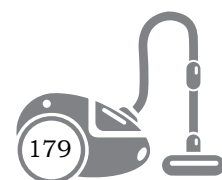
Maintenance activities

In a hotel, maintaining hygiene contributes to a major part of business, even though it is considered to be an ancillary service. In a guest room, it is very important to maintain overall cleanliness. While cleaning off dust, dirt, debris and removal of marks from the surfaces, it is important to take care not to damage the furniture, fittings and fixtures. While using the equipment, the HAs should ensure that they work in accordance with all safety measures, so as not to damage the interior decoration of the guest area. The guest area supervisor plays an essential role in maintaining cleanliness by ensuring that the concerned operating staff is available as per the schedule and has carefully cleaned all the nooks and crannies — behind the bed, under the bed, study desk, behind the curtains, windows etc. The HA must also make sure to keep the areas smelling fresh and maintaining hygiene.

Choosing the right cleaning equipment and materials

The room cleaning staff needs to clean a number of guest areas in the hotel. The staff should be trained in handling various cleaning equipment while trying to keep the room premises to the highest standard of appearance. There are often different types of equipment available and several ways of carrying out any particular

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cleaning task. Selecting and using the best suited equipment for any particular cleaning task is not only time and labour saving, but also provides better result. Manual equipment refers to the equipment which are used by hand, while mechanical equipment refers to the one that uses electricity.

The maintenance activities in occupied rooms should be done twice a day and as and when requested by the guest. A stepwise list of some duties are given here.

1. After entering the guest room, the guest room Attendant must clear the garbage according to the standard operating procedure of removal of garbage from dustbins.
2. Collect the soiled linen and put it in the linen bag.
3. Make the beds and dust the room.
4. Clean the bathroom and replenish all amenities with new ones.
5. After completing the above activities, check if the television, telephones, bulbs are working properly.

Practical Exercises

Activity 1

Draw a chart of assigning duties to the Housekeeping Attendant.

Material required: Notebook, pen, etc.

Procedure

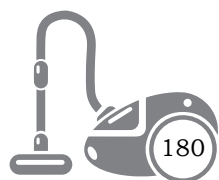
- Visit a hotel and identify different types of duties which need to be carried out by the cleaning staff.
- Observe the distribution of duties to the available staff.
- Record the duties in the following format.

S. No.	Duty	Name of Housekeeping Attendant
1.		
2.		
3.		

Activity 2

Draw a chart showing the usage of protective clothes used during the up-keep of the guest area in a hotel.

Material required: Notebook, pen, etc.



Procedure

- On the basis of your previous observation, identify different types of personal protective equipment, which need to be used while cleaning the guest area.
- On a chart paper, paste the picture of protective clothes.
- Outline the name and uses of each on chart paper showing their usage.
- Present chart and discuss in the class.

Activity 3

List the hazardous warning signboards used in hotel housekeeping maintenance work, collect pictures and write the details in your notebook.

Material required: Computer with Internet, pictures of hazardous signboards, notebook, pen, etc.

Procedure

- Access the Internet and collect all the details with the pictures of hazardous signboards used in the hotel housekeeping maintenance.
- Take the print out of hazard warning signboards and note down the important information.
- Paste the pictures and write the importance of each signboard.

Check Your Progress

A. Fill in the blanks

1. Assigning duties means to give someone a _____ job or duty to complete a particular task.
2. The hygienic cleanliness shows that the organisation is having _____ level of work.
3. The _____ plays an important role after the assigned cleaning work by a hotel room attendant has been done.
4. The _____ of room attendant is that he should report to his housekeeping supervisor.
5. Before starting work of the up-keep of the guest area, _____ is most important.
6. The Work Planning should be done on paper and needs to be properly _____.
7. The full form of PPE is _____.
8. Selecting the ideal _____ plays an important role in the room cleaning process.

B. Subjective questions

1. Explain how you will keep the room clean and tidy.
2. What do you mean by paid service?

3. Which activities are looked at by the Room Supervisor?
4. Explain the following.
 - (a) Area inventory list
 - (b) Safety signboards
 - (c) Importance of wearing protective clothes

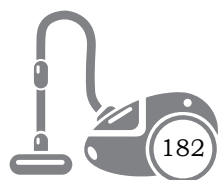
SESSION 2: ARRANGEMENT OF FURNITURE IN PUBLIC AREAS

Furniture arrangement

The foremost point while deciding the arrangement of furniture is to keep in mind the size and shape of the guest room in which it will be used. It is highly recommended that the Housekeeper gets a room plan of the guest room and plots it on a graph according to a suitable scale. The room plan should also indicate where the doors and windows are let into the walls. Then scaled cut-outs (using the same scale as the room plan), called templates, of the furniture owned by the hotel (or being considered for purchase) should be made. The furniture measurement should be taken with a metal coiled-spring tape measure and not a tailor's measuring tape. A thick coloured paper should be used to make the cut-outs so that they stand out from the graph paper. This should then be arranged on the room plan according to the requirements of the living space of a room.

The next step is to create a centre of interest around which to group the furniture. Some corners of the room area have a natural focal point, such as a fireplace or a window with picturesque view. According to that, the furniture is purchased or designed by the hotel architect so as to give a more pleasant look to the room. Another way of decorating the room with furniture is to keep a showpiece item (made with the whole piece of wood and painted with wooden colour) in the corner of a room or hang a decorative mirror with wooden frame on the wall.

Consider convenience as well as aesthetics. For example, the furniture meant for social spaces should be arranged in conversational grouping so that people



can talk comfortably without having to shout in order to be heard. As far as possible, the planning of furniture in a room should be such as to accommodate flexibility. A small undisturbed area can be arranged in a dining room for cozy eating for a small group.

While placing furniture, arrange the larger pieces first and then distribute the smaller ones in stages. Do not place any piece of furniture in such a way as to touch the wall; else it may leave lines of dirt or stains on the wall. On the other hand, it is unwise to let a piece of furniture just too far away into the guest room, unless it is being used as a space divider.

Guest room furniture is usually easier to arrange since the size of the sofa set or seating arrangement usually dictates where it must be placed and everything must adjust to it. Certain fundamental points to consider in furniture arrangements are given below.

- (i) Keep accessories in proportion to the furniture.
- (ii) Keep furniture in proportion to the space.
- (iii) Use a blend of symmetrical and asymmetrical arrangements.
- (iv) Place furniture with due regard for keeping the 'traffic space' free.

Consider placing a large piece against a wall rather than in the middle of the open space in a room. One can also place furniture around a focal point of interest, perhaps a good painting or portrait.

A sample of furniture layout is given in Fig 7.1

Do's and Don'ts of arranging furniture

Don't touch it to the wall

Although placing all the furniture against the walls creates bigger space, the focal point(s) and windows must be kept in mind while arranging furniture. If view from the windows is aesthetic and attractive, it must not be blocked

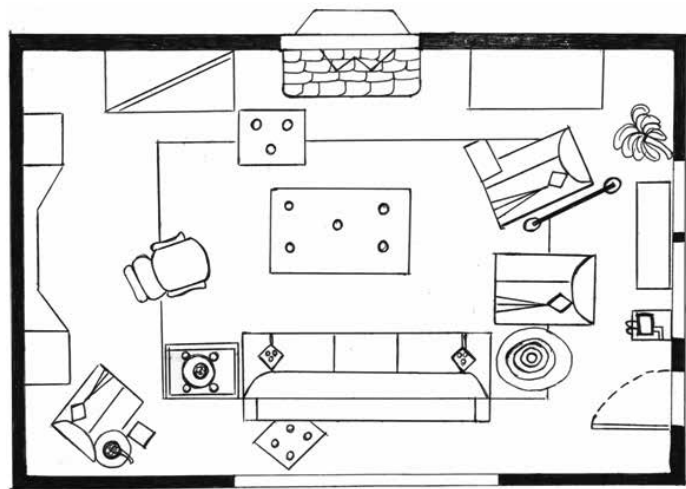


Fig. 7.1: A sample of furniture layout

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by big furniture pieces. An aesthetic, decorative piece of furniture like couch, center table or chair may be considered as focal point of furniture in the room.

Do consider your space

While buying and arranging furniture in a room, always keep in mind that the space available is limited and some space for moving around must also be available. Although the space available must be utilised to the maximum, yet the room must not look cluttered.

Keep furniture balanced

Arrange the furniture systematically for achieving balance in the room decor. If you put two couches on one side and only one chair or table on the other, it gives an unappealing decor to the room. Instead, keep the couch on one side and the table with two chairs on the other side of the room.

Do not ignore traffic

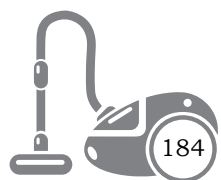
The guest room should be spacious. So arrange the furniture which does not create haphazard lines for moving from one place to another for the guest. How the furniture looks is not the only thing to consider, you also need to think about the traffic flow and how people move across the room from one place to another. If you have two pairs of chairs and couches, or a dining table set, make sure that people can easily move through the area without too much hesitation.

Consider the decor for the room

Planning is important for the decor of the guest room, hence elements such as light fixtures, scatter rugs and bamboo work can impact how you place your furniture. Hanging light fixtures look odd if they are not in the centre. Try keeping a piece of furniture directly under one, such as a coffee table or dining room table.

Give importance to focal point

Every area should have a focal point, whether it is a seating area, a dining table or an impressive feature of furniture. This is the first place that catches the



eye, when a guest enters the room. For furniture arrangement, consider the focal point for maximum impact on viewers.

Don't junk it up

There are many small furniture items placed in a room that occupy unnecessary space and also do not gel with the décor or purpose of the room. Such items need to be either removed out of the room or placed close together in such a way that does not hinder movement.

Displays in the Guest area

A display is defined as an exhibition or a show of something to make it visible. For example, paintings, craft items, notices, wooden rack, decoration pieces, statues, etc.

People who walk into a hotel are likely to judge the quality of its service based on the appearance of the lobby area or decoration of the guest room. It is the first thing they see, so how it is maintained is an immediate indicator of the standard of hospitality. Therefore, it is extremely important that potential guests feel welcomed to the hotel, and that it has a visual appeal.

It also helps to provide the required information to the guests. Therefore, the hotels and hoteliers use digital signage and displays around the guest areas. An effective display strategy can make the lobby or any guest area the central hub of information, and it has the power to greatly improve your guests' overall hotel experience.

Importance of displays in guest rooms

Anytime someone visits somewhere new, they want to be able to do exercise work, or some other activity. The guests may be new to the city and would want to know what is happening there. Hence, it is essential that the displays and signage provided are helpful, informative and also promote the interest of the hotel. One can use and assign signs to your advantage to provide a better experience for your guests in their rooms.

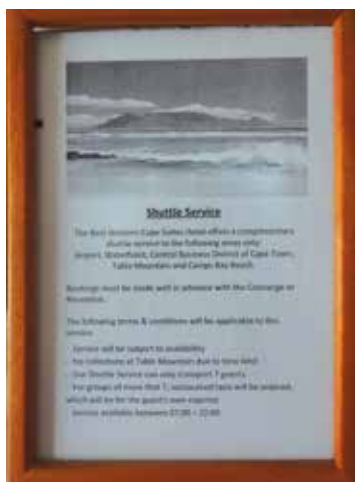


Fig. 7.2: Signage for information for tourists at a hotel

Essential information

One of the most basic and vital purpose of using signage and displays in the hotel is to provide necessary information to the guests. This information needs to be clear and simple for all kind of guests, including visually challenged, so that all the guests know where to go and what to do during their stay in hotels. For example, details can be provided about the time when breakfast begins and ends, also the knowledge about the history of the owner's hotels can be given with the help of displays.

Information can be displayed about checkout times too. Displays and signage should also be used for providing vital health and safety advice.

Greener business

Nowadays modern hotel industry is inclined towards the concept of environment friendly hotels or Green hotels. Eco-friendly or Green hotels adopt various environment friendly practices that help in less emission of carbon. Such hotels also communicate their green policy and encourage their guests to take part in such practices through adopting awareness-creation like displaying posters of green policy of the hotel in the living area and bathrooms, placing several indoor plants inside rooms, in corridors etc.

Health and safety

It is essential for hotels to keep their guests safe. When there are so many people in a hotel, being able to evacuate them in an emergency is vital. For example, the need of providing information about fire exits and escape routes is important. Signs are a simple and efficient way of providing this information to all the guests in bedrooms even in common floor areas. When these signs are prepared, they need to have clarity for everyone, regardless of the language.

Hotels can even get the signs customised and designed to fit with the overall appearance and decor of the hotel public spaces and rooms.



Types of displays

- (i) Notice boards used as welcome boards
- (ii) Wooden racks
- (iii) Decoration pieces
- (iv) Paintings and frames
- (v) Show cases and statues

Cleaning and maintenance of displays

For all objects, the ABC of cleaning is as follows:

- (i) **Assess the object:** what is it made of? What is its condition?
- (ii) **Be prepared:** always wear gloves and prepare the cleaning area and the required tools.
- (iii) **Clean with care:** always handle the object with care while cleaning. Be patient and gentle.

The method of cleaning varies, depending on the type of object, its material and its condition. Wiping, dusting, and vacuuming are all possible. While using the vacuum cleaner, always reduce the suction power. Another method is to use a soft brush to lift the dirt gently and suction it up with a vacuum cleaner. Due to this, the object does not have any direct contact with the vacuum cleaner (Refer to Unit 6 for cleaning of surfaces). One should take extra care while cleaning the item surfaces having loose pieces or the damaged ones. Never use any chemical because it leaves residues on the object surface. Preservation of the object is the main goal while cleaning such type of displays.



Fig. 7.3: Artefacts

Practical Exercises

Activity 1

Identify the different types of furniture and decorative pieces that are to be kept in the hotel room.

Material required: Notebook, pen, etc.

Procedure

- Visit a hotel in your city.
- Observe the types of furniture and decorative pieces kept in a hotel room.
- List the furniture items and note down in your notebook.
- Draw the layout of furniture that you have observed.
- Present and discuss in the class.

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Activity 2

Collect the information about the types of woods used in making furniture.

Material required: Notebook, pen, etc.

Procedure

- Visit two or three furniture shops in the market near your area.
- Enquiry from the shopkeeper(s) about the name of wood used for making various furniture items.
- Also, find out about the qualities of each type of wood used.
- Record your observations with respect to the names of woods, softness or hardness, durability, susceptibility to termites and other pests, and their cost.
- Prepare a report and present in the class.

Activity 3

Visit a hotel near your area and collect information about the display area maintenance in the hotel.

Material required: Notebook, pen, housekeeping equipments etc.

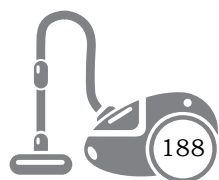
Procedure

- Visit a hotel nearby in your city.
- Identify the different types of display in the guest area.
- Discuss with the housekeeping staff about the maintenance of display of guest area.
- Prepare a project report on the display area under the following heads:
 - Draw a chart showing different types of displays, their care and maintenance.
 - Identify the different types of displays which are kept in the hotels.
 - Paste the images of displays with their information.
- Present the report and discuss in the class.

Check Your Progress

A. Fill in the blanks

1. The _____ plan should also indicate where doors and windows are let into the walls.
2. Place furniture with due regard for keeping the _____ free.
3. Consider convenience as well as _____ for furniture arrangement.
4. The guest room should be_____.



5. A display is defined as an _____ or showing of something.
6. An effective display strategy can make the lobby or any guest area the central hub of _____.
7. While using the _____, always reduce the suction power.

B. Subjective questions

1. What do you understand by furniture?
2. List the various types of furniture used in a hotel.
3. Discuss the various types of material used in making a furniture.

SESSION 3: INSPECTING PUBLIC AREAS, FOLLOW MAINTENANCE WORK, AND LOST AND FOUND PROCEDURE

‘Inspection refers to the physical examination of guest areas to confirm that it meets the standards of the hotel cleaning policy.’

Inspections are performed with a view of ensuring uniformity, standardisation and quality in the various hotel operations. Thus, an inspection compares the laid down standards and specifications of the hotel with the actual practices and through this, ensures quality as well as cost control of hotel operations. On the basis of inspection reports various corrective measures can be implemented that ensure good standards.

Physical examination of guest Room is needed to be done to check the cleaning work performed by the housekeeping attendant. All the departments which are related with the direct contact of guest service area require scheduled cleaning and maintenance. Such function normally falls under the supervisory responsibility of the senior housekeeping, which can support and have a specialist in unique cleaning and maintenance task.

Purpose of inspection

The purpose of inspection is to find out the process undertaken for various housekeeping activities,

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the equipment used and its method of use and the accuracy of supervision of the activities carried out. This helps in determining the limitation of the work as well the equipment available. Thus, inspection helps to distinguish between a well done and shoddy cleaning procedure or task done, and hygienic and non-hygienic work.

Advantages of inspection

Besides a quality check, the appreciation of a well done job encourages in better performance. Also, if an assignee faces a challenge, it can be resolved during inspection. Also inspection reduces the work pressure of workers while completing the assigned work area. It gives orderly flow and low cost of implementation of the task, since the task might not need to be repeated.

Public area inspection checklist

Public Area Inspection Checklist

Name:

Date:

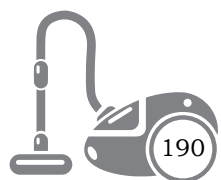
Hotel and cleaning locations

(Put a check mark next to the cleaning location)

- Lobby
- Tower
- Suites
- Buildings

Cleaning location

Check what location you are using this checklist for. A separate checklist should be used for each area to ensure that all items are completed. Please mark Not Available (N/A) if there is a section on the checklist that is not included in the particular building you are re-checking. Please put your initials beside each section and a checkmark in the box for each task after it has been completed. Do not mark any item if it is not completed.



S.No.	Section	Task	Initials
1.	Starting shift tasks	- Retrieve full stocked cart and gather any remaining supplies - Sign out keys	
2.	Lobby/ Vestibule areas	- Dust and straighten all furniture, lamps, pictures - Wipe down window sills - Wipe down glass on all entrance doors - Remove rugs, shake out - Move furniture away from the walls and windows to sweep and mop or vacuum the floor - Wipe down the luggage carts - Wipe down coffee station and reorganise contents - Wipe down all telephone banks	
3.	Public restrooms	- Wipe down the door and both handles - Take out trash - Wipe down inside, outside and lid of trash cans - Wipe down vanity/sink/faucet - Wipe down the mirror - Clean the toilet— inside stool, seat and the base - Sweep and mop the floor - Restock towels, soap, tissue and toilet paper as needed	
4.	Elevator	- Vacuum carpet or sweep and mop flooring - Wipe down walls and stainless steel panels - Clean lighting panels (as needed) - Sweep and clean elevator tracks	
5.	Hallways and Stairwells	- Spot check the hallways— Vacuum or sweep and mop where needed - Check Stairwells— Vacuum or sweep and mop where needed - Wipe down all window sills in stairwells - Wipe down all window sills at the end of each corridor - Wipe down the blinds on any windows - Check AC settings and reset to 22–23° C - Wipe down top and sides of all vending machines. Check underneath and on sides for trash. - Wipe down top and sides of all ice machines. - Check underneath and on sides for trash.	

6.	Guest laundry	• Take out trash • Wipe inside and outside of trash can • Wipe down folding table • Wipe down the outsides of all machines • Check vending machines and make sure they are full • Check and clean the insides of the machines • Check and clean the lint trap in the dryer • Sweep and mop the tile floor	
7.	Fitness room	• Take out trash • Wipe inside and outside of trash can • Wipe down machines • Turn TV on to CNN • Vacuum the carpet • Stock towels and cups as needed • Wipe down mirrors and windows	
8.	Pool Area	• Take out trash • Wipe down tables and chairs • Stock towels • Clean the windows	
9.	Meeting or Conference rooms	• Wipe down all furniture • Vacuum the carpet or sweep and mop floors	
10.	End of shift task	• Vacuum the carpet or sweep and mop floors • Clean and restock cart for next session • Make sure all areas are locked and secured	

Check with your supervisor when you have finished this list. They will inspect your work before you are allowed to leave for the day.

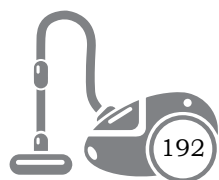
Maintenance work and its importance

Reporting maintenance problems

Maintenance problems should always be reported as customers expect everything in the hotel to be in good working order. Reported faults will be needed to be dealt quickly and efficiently to prevent accidents and to prevent loss of revenue due to rooms being put out of commission.

In a guest room, the following items will require repair in the guest room when they break.

- (i) Broken chair and tables
- (ii) Lights and bulbs



- (iii) Air conditioners
- (iv) Blocked toilets and
- (v) Dripping taps
- (vi) Sockets and connections

When a maintenance problem is discovered, the Housekeeper must complete a maintenance request form in writing and follow the policy and procedures of the hotel. It is important to fill the form correctly, to ensure that relevant information is communicated to the maintenance department, in order to avoid misunderstanding.

This maintenance request form is usually prepared in triplicate, one each for:

- (i) Tradesman (that is, plumber/electrician)
- (ii) Chief maintenance engineer
- (iii) Housekeeping (as a record and follow up)

The standard procedure for these forms, to be given to the supervisor, for submission to the appropriate department, at the end of a shift or earlier.

An example of a maintenance request and a report

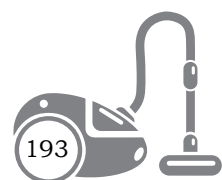
These forms would be on the trolley along with the guest supplies and can be placed in the information folder.

Date: _____	Department Housekeeping:	Employee reporting:
Time: _____	Location of maintenance problem: Room No. _____	
Description of problem	Left side-table has cracked leg and is unstable	
Very urgent	Somewhat urgent	Not so urgent
Job allocated to employee (name) _____	Outcome: Table replaced. Cracked table leg	

Main areas which require maintenance

Table 7.1: Areas requiring maintenance

Plumbing and water systems	Central heating, boilers, spa, pool, sanitation, filtration, cleaning, irrigation, laundry, guest rooms, fountains, drainage
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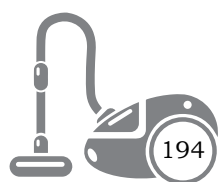
Electrical equipment	Lighting, batteries, generators, meters, energy management
HVAC	(Heating, Ventilation and Air Conditioning) Temperatures, comfort, extraction, refrigeration, cooling systems, air supply
Lighting	Natural, in room, public areas, task, emergency, exterior, colour, mood, ambience, decoration, energy saving
Laundry	Laundry equipment, energy management, wastewater
Telecommunication	Internet, switchboard (PABX), facsimile, internet, Wi-Fi, website, e-mail, in-house pagers, mobile, telephones
Safety and security	Signage, equipment, testing, electronic locking systems, alarm system, security lighting, parameter fences, fire system, sprinklers, CCTV, in-room safe, fingerprint recognition
Waste management	Recycling systems
Food service equipment	Kitchen equipment, refrigeration, ovens, storage, buffet units, cook-chill units, dishwasher, ice machines, coffee machines, vending machines
Energy management	Cost control, employees, customers, law, comfort, utility pricing
Exterior of building	Roof, walls, foundation, drainage, structure, sewers, water features, insulation, windows
Car park and grounds	Presentation, security, lighting, maintenance, irrigation, management and general upkeep
Design	Renovation, refurbishments, interior, comfort, fashion, health and safety

Types of maintenance

There are two types of maintenance works which have to be done in a hotel:

(a) Routine maintenance

It involves the activities which are related to day-to-day maintenance or cleaning of the property, which occur on a regular (daily or weekly) basis, and require very less training or skills. For example, the tasks like maintaining and cleaning readily accessible windows of the hotel rooms or building, cutting grass of lawns, replacing fused lights and bulbs which occur outside the formal work order system and which does not have any specific maintenance records.



(b) Preventive maintenance

The preventative maintenance is divided into three parts—inspection, minor corrections and initiating work order. In hotels, many areas require the inspection to be done by the housekeeping personnel in the form of their normal duties. For example, room attendants may regularly check the guest bathroom to check whether the faucets are working or not, any tiles or bath tubs getting cracks, light buttons not working properly and other items that may call for repair by the engineering department. All the repair work of such small things can be handled by the department keeping best communication with the engineering department, so the hotel can be run smoothly by the management.

Nowadays, many hotels use computerised work order system to report faults. Employees simply enter the fault details into the computer and it gets communicated to the Maintenance and Reception departments. It allows the departments to check the progress of any reported defects.

LOST AND FOUND ARTICLES

All unclaimed articles found on the hotel premises should be handed over to the control desk. Notices should be put up regarding the giving over of any personal property found so that all staff members are aware of where such property should be handed over.

Lost and found procedure

All lost and found articles should be stored in the lost and found cupboard which is always kept locked. The lost and found room should be accessible only to the executive housekeeper and the control desk supervisor. The procedure of lost and found is as follows:

- (i) Receive the found article at the control desk.
- (ii) Fill in the details in the lost and found log book.
Prepare the lost and found form in triplicate.
- (iii) Original copy is kept with the article which is stored in the lost and found cupboard.

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- (iv) Duplicate copy is sent to the front office to obtain data on the guest it may belong to.
- (v) Triplicate copy is retained in the lost and found book.
- (vi) Store the found article in an opaque plastic bag with the date of finding and the serial number of the article recorded in the log book.
- (vii) Receive any inquiry about the lost and found article.
- (viii) Ascertain inquiry with the register.
- (ix) If satisfied, issue the article and obtain the signature of the person collecting the article on the original form.
- (x) File the original slip, and record the date and time of delivery of the article in the register.

Record by way of lost and found forms are maintained regarding the date of finding, time of finding, place of finding, name of the finder, description of the article, signature of the receiver, and signature of the finder.

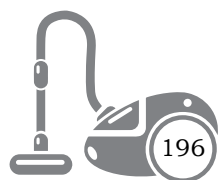
Efforts should be made to find the rightful owner of the article. If the owner of the article is known, that guest's address can be acquired from the Front Office or the travel agent and a letter informing the guest about the lost property may be filled in the form and the detail should be recorded in the lost and found register.

Lost and found enquiries

All the enquiries about items missing or lost articles are referred to the housekeeping control desk. Upon receiving an enquiry from the guest, the control desk supervisor first checks in the lost and found log book to see whether such an item is recorded.

If found recorded in the log, the article is then taken out of the cupboard and the guest is informed that he or she may come to claim the article.

If the guest is in the hotel, they are guided to the housekeeping control desk. On arrival at the desk, the guest is asked to describe the article in detail. If the description is a satisfactory match, they are asked to sign the lost and found log book, giving name, address, and telephone number. The date and time are also recorded.



The article is then handed over to the guest. The finder of the article is informed about the same via a written form. When a lost article has been positively identified by an enquirer no longer staying at the hotel and it is to be mailed to the enquirer, the article is packaged for mailing by a member of the housekeeping staff. The person taking the package for mailing signs the lost and found log book, assuming to have temporary custody of the article and should acknowledge receipt of the same. The hotel usually charges the guest for mailing expenses.

Waste and waste disposal

Waste is a material discharged to, deposited in or emitted to environment in such an amount or manner that causes a harmful change. Hygienic waste disposal is an integral part of pest management since all kinds of pests are attracted to waste. Waste also acts as a breeding place for a variety of pests.

A recent trend in waste management is the recycling of organic waste using bio-gas plants, and in the case of liquid wastes, sewage treatment plants are used. Bio-gas plants generate considerable amount of fuel which can then be utilised by the property. Segregation of waste is essential for using it in bio-gas plants as many types of wastes may harm the functioning of the plant.

The clean water obtained from sewage treatment plants is used for gardening purpose and in toilet flushes.

Though the initial expenditure on the installation of these plants is high, it is an economical practice in the long run. Compositing and vermin- composting are also being practiced by many properties.

Some types of wastes generated in hotels require careful or more specific disposal. The contents of the sanitary bin, for instance, should be incinerated. The contents of ashtrays can cause a fire hazard and should be disposed of separately. Empty aerosol spray bottles should be disposed of with care as they may explode if dented or exposed to fire. In many countries, it is mandatory by law to separate different kinds of waste such as plastic, glass and so on before their disposal

into colour-coded containers. This system of waste disposal is being followed in some cities in India now.

Different types of waste and emptying waste containers

In hotels rooms, there are three different kinds of waste that we need to know about so that the right kind of waste goes into right bin for disposal:

- (i) Food waste (green colour bins)
- (ii) Mixed dry recycling (blue colour bins)
- (iii) Non-recyclable waste (black colour bins)

Food waste

It refers to all cooked and uncooked food which includes fruits and vegetables, meat, fish and bone, plate scrapings, rice, pasta and bread, tea bags and coffee grounds, used tissues or paper kitchen towels.

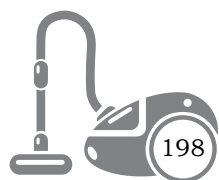
Mixed dry recycling material

It refers to:

- (a) Cans** include food and drink cans, empty aerosol cans, tin foil and foils of ready meal containers (with food removed).
- (b) Cardboards** include cardboard boxes and food packets, menu cards, toilet and kitchen roll.
- (c) Paper** includes newspapers and magazines, catalogues, telephone directories and paperback books, envelopes and junk mail, shredded paper (bagged).
- (d) Glass** includes glass bottles (clear and coloured), glass food jars and bottles.
- (e) Plastic** includes all the items which are made with plastic; like emptied drink bottles, milk, shampoo and bleach bottles, yoghurt pots, plastic ready meal containers, margarine and ice-cream tubs, plastic fruit boxes and used cling film and carry bags.

Non-recyclable waste or Left overs

It refers to nappies, non-reusable towels, polystyrene packaging, pet waste or cat litter, broken crockery, cigarette filter and ash, charcoal and wood ash (cooled),



sanitary pads and buds, vacuum cleaner waste bags. All the above waste which is generated in hotels is collected and disposed of in their particular colour bins with closed bins, which should be emptied frequently into the main waste collection area outside the premises. In most cities, the municipal corporations are now responsible for the collection of these wastes from the hotel.

Present system of disposal of hotel waste

At present, hotel waste generated by small restaurants is disposed of directly by the hotels at nearby collection spots. In case of large four and five star hotels, a private contractor is hired for disposing the hotel waste in dumping ground. Some private contractors charge Trade Refuse Charge (TRC) from the hotels to take away the waste for disposal. The private contractors dispose the hotel waste which is separated as biodegradable and non-biodegradable waste, collected in two different big garbage bags, and then the waste is dumped in the dumping ground.

Practical Exercises

Activity 1

Demonstrate the activity of cleaning of the guest room display area in your class.

Material required: Notebook, pen, housekeeping equipment, etc.

Procedure

- Plan an activity of cleaning and maintenance of the guest room display area.
- Follow the housekeeping standard operating procedures.
- Make a report on the activity under the following points and present in front of your teacher in the class:
 - Identify the area to be cleaned.
 - Divide the cleaning items amongst the students.
 - Record the cleaning duties in the following format:

S. No.	Name of the Student	Time taken	Item to be cleaned
1.			
2.			

Activity 2

Demonstrate the procedure of inspection.

Material required: Notebook, pen, housekeeping equipment, etc.

Procedure

- Plan the inspection activity of a display area in your school.
- Make a housekeeping checklist and follow the given procedure:
 - Make a list of students who have completed the cleaning activity.
 - Make a checklist of items in your classroom.
 - According to the checklist, check keenly if cleaning is to be done or not.

Activity 3

Demonstrate the procedure of the lost and found articles. Prepare a report and discuss in the class.

Material required: Notebook, pen, lost and found slip, etc.

Procedure

- Visit a hotel and collect the information of the procedure for lost and found articles.
- Identify the lost items.
- Make a record and write the lost and found procedure.
- Note the description of lost articles from the guest.
- Observe the record which is made while doing the lost and found procedure.
- Keep the record.

Activity 4

Collect information about the types of waste containers used in hotel housekeeping and draw a chart showing how and where the container will be emptied.

Material required: Notebook, pen, etc.

Procedure

- Visit a hotel nearby in your city.
- Discuss with the Housekeeping Attendant and collect information about the waste containers to dispose different types of waste.
- Note down all the methods and procedures and list various equipment used in proper management of the waste.
- Prepare a report and also draw a chart showing the proper use of waste container to dispose of the hotel waste.



Check Your Progress

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A. Fill in the blanks

1. Attaining standardisation, uniformity and quality of workmanship is the most common method of _____.
2. Inspection refers to the _____ examination of guest areas.
3. When a maintenance problem is discovered, the Housekeeper must complete a _____ request form.
4. Many hotels now use a _____ work order system to report faults.
5. All _____ articles found on the hotel premises come under the Lost and Found Department.
6. All lost and found articles should be stored in the _____ cupboard which is always kept locked.
7. _____ is retained in the lost and found book.
8. Some private contractors charge _____ from the hotels to take away the waste generated by hotels.

B. Subjective questions

1. Write the importance of inspection in the Guest area of a hotel.
2. Explain the various purposes and advantages of performing inspection in the Guest area of a hotel.
3. Write the importance of maintenance work.
4. What are the various areas of hotel that require maintenance work?
5. Describe the Lost and Found procedure.
6. Explain the Lost and Found enquiries.
7. Explain the different types of wastes and emptying waste containers.
8. Explain the following:
 - (a) Food waste
 - (b) A mixed dry recycling material
 - (c) Non-recyclable waste



Collection and Disposal of Waste

The hotel industry plays a major role in waste generation and therefore its management. Hotel has various daily operations and it is a challenging task for the hotel to manage waste efficiently.

In hotels, various departments generate waste. This is mainly done by the food production department which generates organic waste, glass bottles, cooking oil, packaging, aluminium cans, etc. Hotel rooms also generate waste from the daily usage of items like used supplies by the guests, etc. Hotel public areas and gardens also generate waste such as hedge trimmings, pesticides, etc. In offices, various stationery items, toner cartridges, paper and cardboard waste is generated.

Following waste management practices may be used by the hotels.

- Minimisation of waste
- Reuse, recycling of waste
- Conservation and management of waste
- Proper waste management
- Management of hazardous materials and
- Freshwater management.

In a hotel, housekeeping is responsible in waste collection and the waste disposal process. Waste is generally categorised into biodegradable (wet) waste and non-biodegradable (dry) waste. Biodegradable

waste includes food, vegetables, and non-vegetable waste while non-biodegradable waste comprises plastic items, etc.

A hotel greatly contributes to energy conservation and waste management by following various policies and laws made for waste management.

SESSION 1: IMPORTANCE OF REMOVING AND SEGREGATING WASTE

“Waste Material” refers to those items that are useless, unwanted, unused, or need to be discarded. The collection, transportation, processing, recycling and disposal of waste material is called Disposal Management. The waste may be of solid, liquid, radioactive or gaseous. The waste material produced as a result of various human activities casts a negative effect on the environment. The hotel kitchen waste materials are required to be recycled, wherever possible or disposed off safely. Organic waste can be reused for generating electricity.

Housekeeping Attendants are responsible for cleaning a hotel room during a guest’s stay and immediately after their departure. They need to remove all trash from the hotel rooms, whether dumped in waste baskets or on floors and counter tops. A new bag should be placed in all waste baskets every time the room is cleaned.

Benefits of effective waste management

1. Cost reduction: less purchasing, saves staff time and reduces waste disposal bills of all the green initiatives, Recycling is most easily noticed and therefore appreciated by customers
2. Helps the environment
3. Helps the maintain the economy

Preparation of handling waste

The most important aspect of waste management is having access to comprehensive plan of action on the processing and collection of hotel waste. Always ensure that areas of the hotel that are used for collection of



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waste are kept tidy and that each area or bin is clearly marked for biodegradable or non-biodegradable.

To compress waste, machinery like balers and compactors can be used. Balers and compactors are available in different sizes and combinations (e.g., a twin chamber baler), and can be leased, rented or bought outright.

Reuse initiatives are often put in place, which tend to be specific to the hotel themselves, but could be put into practice if the hotel has suitable facilities.

For example:

1. Unused toiletries from guest accommodation collected by the accommodations staff and used in staff areas
2. Envelopes stored and reused for internal staff documents
3. Internal documents printed on both sides, etc.

Following points are to be considered while planning the handling and removal of waste material.

1. Budget should be prepared for collection of waste
2. Pin point areas where waste or overuse may be occurring
3. Identify areas where decreasing waste generation is possible.
4. Staff involvement in all areas of hotel
5. Safety requirement for staff, e.g., Personal Protective Equipment
6. Decide Collection Areas: Always ensure the waste collection areas are kept clean and bins are clearly marked and segregated.

Use safety signs in these areas and also ensure that the staff knows the standard operating procedure for handling of bins. The staff should know which bin is placed for which purpose. Observation by the senior staff members is also necessary.

Waste segregation

It refers to the practice of separating waste and placing it into the appropriate waste container immediately after the waste is generated.



Reason of segregation of waste material

The reasons of segregation of waste material as listed below:

1. It is the only way to increase the recycling rate.
2. It makes the work of the waste sorter easier and more efficient.
3. The biodegradable waste can be fast routed for production of energy.
4. Many components or types of waste can be recycled for re-use in another way.
5. It decreases the cost at several steps of the disposal system.
6. Hazardous waste can cause serious health problems.
7. Proper segregation is the basic requirement for waste incineration.

To assist with segregation of waste, the following guidelines may be useful:

Table 8.1: Colour code different types of waste

Green	Blue	Brown	Black
Example: Paper Cardboard	Example: Plastic	Example: Food waste for composting	Example: General mixed waste

Note:

- Collect in clear plastic bags to ensure that the waste is segregated correctly.
- Use photographs as well as text to enable every employee understand it

Types of dustbin

Dustbin refers to the container used for collection of waste material. A few types of dustbins are as follows.

1. **Dustbins for guestrooms:** are made of plastic, wood or steel and are emptied and wiped daily.
2. **Dustbins for service rooms or floor pantry:** are made of plastic or metal and are used to collect waste from the HA's cart or trash bag.



3. **Dustbins for public areas:** are emptied and cleaned daily from outside and inside.
4. **Dustbins for waste-collection areas:** are placed outside the main building at a place that is open only for staff access. These bins should be covered and cleaned on alternate days.
5. **Sani-bins:** are used for the collection of soiled sanitary pads. These are made of metal or plastic with lids and are used in bathroom areas.

Classification of waste

From a housekeeping point of view, waste can be further classified as follows.

1. Wet waste
2. Dry waste
3. Sanitary waste
4. Garden waste
5. Hazardous household waste
6. Debris or rubbish
7. Electronic waste

Table 8.2: Types of waste

	Example	Waste Handling and control
Wet Waste	Vegetable, fruit peel, egg shell, tea bag, coffee powder, etc.	- Do not put in plastic cover. - They can be cleaned daily
Dry Waste	Plastic, paper, glass, rubber, etc.	- Clean and store - Give it to recycles
Garden Waste	Used sanitary napkins, ear buds, bandage, etc.	- Do not throw any where - Wrap in newspaper - Mark it with red cross before disposal
Sanitary Waste	Leaves, branches, dried plants, etc.	Handover to garbage collection trucks
Hazardous household waste	Medicine, pesticide, cosmetics, etc.	- Do not mix with other waste - Store carefully - Hand it over to specific recyclers
Debris or Rubbish	Demolition waste, broken glass, broken furniture, etc.	Call garbage trucks or other agencies for pick up
E-Waste	Tube lights, CDs, mobile phones, batteries, etc.	- Do not mix with other waste - Store carefully - Hand it over to specific recyclers



Personal protective equipment

Following Personal Protective Equipment is required for handling waste from guest room.

1. Gloves
2. Face mask
3. Garbage bag
4. Dustbin

Chemicals required

Multipurpose cleaning agent

Activities to be performed before handling waste

The following activities are to be followed while handling waste:

1. Wearing gloves
2. Wearing PPE
3. Washing hands before and after handling waste
4. Never overfill waste bags

Standard operating procedure

The Standard Operating Procedure of handling dustbin (removal of waste) is as follows.

1. Pick up all ashtrays and empty contents in dustbin.
2. Double check that all butts in ashtrays are extinguished before discarding them in trash.
3. Place all ashtrays on the bathroom counter.
4. In a right to left direction, pick up all trash from the room and place in a trash bag on the linen cart.
5. Wipe out trash containers with a damp cloth and dry.
6. Place a liner in each trash container.
7. Place bath trash container on the left hand side of the sink without liner.
8. Place the bedroom trash container underneath the desk or next to the dresser.
9. Check the condition of matches and place with the logo sitting up, next to the ashtrays.



Table 8.3: Most favoured method to reduce waste and garbage in the hotel

Method	How this method is effective
Refuse	- Do not use non biodegradable materials - Example - No plastic bags as packaging for consumer products - Most favoured method of reducing waste.
Reduce	- Reduce or prevention of amount produced - Example - do not produce goods that will be discarded in the first place
Reuse	- Using material repeatedly - Popular method of reducing waste - Example: plastic grocery bag can be reused for groceries or use the same as lunch bag.
Recycle	- Using material to make new products - Used in most of the production firms
Recovery	- Recovering energy from waste - Still not very popular
Landfill	- Safe disposal of waste landfill - Least favoured option for reducing waste

Importance of garbage heaping area of collected waste in a landfill

Garbage heaping refers to the disposal of waste in a landfill. This involves burying of waste to dispose it off in properly designed landfills established by the environment authority.

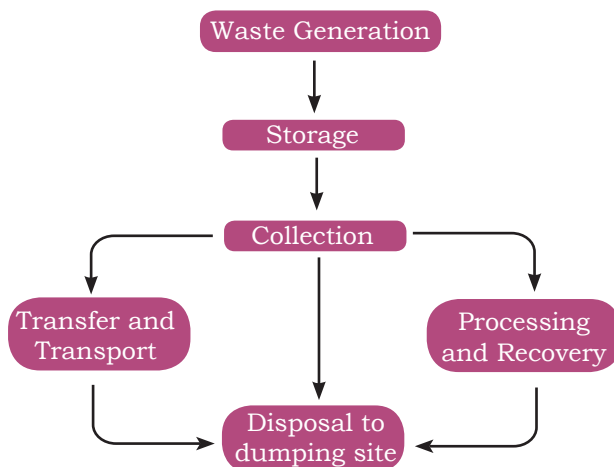


Fig. 8.1: Solid waste Management System

Methods used for garbage heaping in a landfill

Incineration

It refers to the combustion of collected waste. Incineration is a disposal method that involves combustion of waste material. Collected waste materials are converted into heat, gas, steam and ash. This method is popular for disposal of solid, liquid and gaseous waste.



Recycling

Such methods are useful for reusing or recycling the collected waste. The waste collected from bins are sorted into common types so that the raw material from which the items are made can be reprocessed into new products.

Biological reprocessing

Many waste materials are organic in nature. These can be recycled using biological composting and digestion process to decompose the organic matter. The recycled materials are used for agricultural purpose.

Avoidance and reduction methods

These are the methods adopted for the prevention of waste material being created. These involve many activities like use of refillable or reusable products (such as cotton), repairing broken piece of furniture, encouraging customers to avoid using disposal products (such as disposal cutlery).

Cleaning of garbage area

The garbage collection area should be maintained so as to minimise the chances of contamination.

All garbage bins must be in good condition. They must also be fitted with tight fitting lids which must be kept in closed position so as to provide protection against pests getting into the rubbish.

Garbage bins are required by legislation (Nagar Nigam Rules and Directives) to be cleaned. They must be regularly cleaned using brushes and cleaning utensils dedicated solely to that task, and using some form of degreaser to cut through the grease, and a deodorant to control smells.

Material required**Equipment required**

1. Spartan foamer
2. Garden Hose
3. Deck Brush and Floor Squeegee
4. Gloves and goggles
5. Stiff Push Broom



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Chemicals required

1. Disinfectant

Procedure

The odours in the garbage disposal area become quite strong due to food, beverage and other waste. Thus, the garbage area must be cleaned and disinfected on a daily basis.

Following steps are taken for the cleaning of the garbage area.

1. Wear PPE equipment such as gloves and goggles.
2. Clean the floor area by sweeping with a soft broom or hard stick broom or yard broom.
3. Use a foamer with a disinfectant cleaner.
4. Connect the foamer with a garden hose pipe.
5. Spread the foam all around the walls and floor of the garbage area.
6. With the help of a deck brush or a hard stick broom or floor scrubbing brush, scrub the area.
7. Foam down the area again and allow to rest for five minutes.
8. Rinse and air dry the area.
9. Clean and store all the equipments in the assigned area.

Practical Exercise

Activity 1

Visit a hotel in your vicinity and note down the importance of colour coding of waste. Also note down the precautions to be followed while handling waste.

Materials required: Notebook, housekeeping equipment, pen, etc.

Procedure

- Visit a luxury hotel near your area.
- Discuss with the Housekeeping Attendant(s) and collect information about the procedures followed for handling garbage and waste material, colour coding and procedures which are followed in the hotel.
- Note down all the points during the discussion.
- Prepare a brief report, present and discuss in the class.



Check Your Progress

A. Match the Columns

Column A	Column B
(i) Wet Waste	(a) Leaves, branches, dried plants
(ii) Garden Waste	(b) Vegetable, fruit peel
(iii) Dry Waste	(c) Tube lights, CDs, mobile phones
(iv) E-Waste	(d) Plastic, paper, glass, rubber
(v) Sanitary Waste	(e) Used sanitary napkins, ear buds, bandage

B. Subjective Questions

1. Write the importance of garbage handling in a hotel.
2. Explain the various methods of controlling waste generation in a hotel.
3. Write about the various types of wastes and their handling in a hotel.
4. Describe the importance of garbage heaping area of collected waste in a landfill.

SESSION 2: DOCUMENTATION AND RECORD KEEPING OF WASTE DISPOSAL

Maintenance of Waste Record

In a hotel, maintaining waste records is the easiest and efficient way to answer questions or obligations that may arise by the environmental authority about how the hotel handles its waste. Waste records can be kept in a hard copy or electronic form. Manual records as well as images must be kept for legible information details. All recorded documents must be legible, complete, and accessible from the area where the waste is generated.

Various documentation and record keeping of waste disposal is shown below.

Weekly Disposal Log						
Date	Time	Inspector	Quantity of Waste	Status		Comments
				Ok	Needs Attention	



Waste Audit Report (Waste Management)			
Date of Audit	Area of Audit	Last Audited Date	Audited By
Waste Oil	Waste Material Description	Observations	Weight
Paper	Waste Material Description	Observations	Weight
Plastic	Waste Material Description	Observations	Weight
Metal	Waste Material Description	Observations	Weight
Waste Clothes	Waste Material Description	Observations	Weight

Inspection Checklist			
Inspection Information			
Container Being Inspected			
(Number/Contents/Location)			
Date and Time			
Date Last Inspected			
Inspection Done By			
Waste Container	Y/N	Corrective Action	Are Employees Responsible
Area Container Properly Clean and Labelled			
Are Container Tightly Closed?			
Are Wasted Stored in Compostable Container?			
Are there any sign of spills			



Waste Management Template									
S. No.	Waste Name	Process Generated From	Waste Limit	Solid Waste	Liquid Waste	Recycle	E - Waste	Disposal Method	Remarks

Problems associated with handling of waste

1. In case of improper waste management, health related issues may arise.
2. In a hotel, unmanaged solid and liquid waste can cause a serious risk to one's health and lead to the spread of infectious diseases.
3. If the waste is not collected as per the standard operating procedure, it can lead to increase in risk of injury and infection.
4. Hotel staff directly coming into contact of hazardous waste can suffer serious health issues.
5. Waste disposal landfill area must be checked and monitored for any leakage into the groundwater.
6. Precautions must be taken during the recycling process of waste as these may carry health risk because of exposure to hazardous waste.
7. If anyone comes directly into contact of the infected waste, it may cause eye and respiratory issues due to the fumes.
8. Handling of heavy containers may result in bone and muscle injuries.
9. Burns and other injuries may happen in landfill sites.



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Problems associated with storage of waste

1. Corrosion or wearing out of waste containers
2. Accidental spilling or leaking or inadvertent leaching from waste unprotected from rainfall.
3. Waste blowing away or falling while stored or transported
4. Scavenging of waste by vandals, thieves, children, animals
5. Soil erosion is possible at many resort sites and these needs to be minimised.

Practical Exercise

Activity 1

Demonstrate the documentation and record keeping of waste disposal.

Materials required: Notebook, housekeeping equipment, pen, etc.

Procedure

- Divide the students into groups of five.
- Each group to discuss different types of records maintained for waste management.
- Each group member must put across a point illustrating the importance of one record and demonstrate their procedure of data filling.
- Each group member may note down the mistake in record keeping and do the correction if any, record the information in the following format:

S.No.	Type of Document	Use	Corretion Made
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			



Check Your Progress

NOTES

A. Match the Columns

Column A	Column B
(i) Soil erosion	(a) It is a substance which is discarded after primary use, or it is worthless, defective and of no use.
(ii) Waste	(b) The action of surface processes (such as water flow or wind) that remove soil, rock, or dissolved material from one location on the Earth's crust, and then transport it away to another location.
(iii) Landfill	(c) A waste with properties that make it potentially dangerous or harmful to human health or the environment
(iv) Hazardous waste	(d) A site (also known as a tip, dump, rubbish dump, garbage dump or dumping ground and historically as a refuse heap) is a site for the disposal of waste materials by burial and the oldest form of waste treatment.
(v) Solid Waste	(e) Paper, refill.

B. Subjective Questions

1. What are the various types of format and document used for waste handling?
2. Explain the problems associated with handling and storage of waste.
3. Write about the various types of problem associated with the storage of waste.

SESSION 3: LEGAL AND REGULATORY AUTHORITIES CONCERNED WITH HANDLING AND STORAGE OF WASTE

While there are different types of waste, the disposal of each type requires special attention. If not adhered to, it can have a harmful impact on people and the environment. For this reason, there are some legal and



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regulatory authorities made who make sure the correct disposal of waste. These authorities carry out periodic inspections of the hotel involved in waste collection and keep records. These authorities aim to prevent or limit negative effects of the incineration of waste.

All hotel staff including HAs must have some awareness of these regulations. An official URL is given at the end of each description for further reading.

Legal and regulatory authorities concerned with handling and storage of waste

Hazardous Wastes (Management and Handling) Rules, 1989

These rules deal with the issues and problems of hazardous wastes. This fixes the responsibility of the occupier and operator for hazardous waste management including proper collection, reception, treatment, storage and disposal of hazardous wastes without any adverse effect on the environment.

Manufacture, Storage and Import of Hazardous Chemical Rules, 1989

These rules are meant for regulating the handling of hazardous chemicals. Hazardous chemicals have been dealt with separately under these rules.

Bio-Medical Wastes (Management and Handling) Rules, 1998

These rules are meant for all those persons who generate, collect, receive, store, transport, treat, dispose, or handle bio-medical wastes in any form.

Municipal Solid Wastes (Management and Handling) Rules, 2000

Municipal Solid Wastes (Management and Handling) Rules, 2000 are made for the Municipal authority. According to this, it is the responsibility of every municipal authority to implement these rules and they are the body responsible for any infrastructural



development for collection, storage, segregation, transportation, processing and disposal of municipal solid wastes.

National Environment Tribunal Act, 1995

This Act provides measures for any damages arising out of any accident occurring while handling any hazardous substances, and to dispose off such cases expeditiously.

National Environment Appellate Authority Act, 1997

This Act aims to hear appeals with respect to restriction of areas in which any industry process/operation of industry shall not be carried out, subject to safeguards provided by the Environment (Protection) Act, 1986.

Practical Exercise

Activity 1

Visit a hotel situated in your vicinity and prepare a report on the various legal and regulatory authorities concerned with handling and storage of waste.

Materials required: Notebook, pen, etc.

Procedure

- Visit a hotel and collect information about the procedures for handling the storage of waste.
- Collect information about various permission required and agencies for granting them, authorised waste disposal agencies, policy regarding waste disposal by the hotel itself.
- List all the concerned rules and regulations
- Prepare a report and discuss in class.

Check Your Progress

A. Match the Columns

Column A	Column B
(i) Manufacture, Storage and import of hazardous chemical rules, 1989	(a) Made for the municipal authority

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(ii) Hazardous Wastes (Management and Handling) Rules, 1989	(b) Regulating the handling of hazardous chemicals
(iii) Municipal Solid Wastes (Management and Handling) Rules, 2000	(c) Meant for people handling bio medical waste
(iv) Bio Medical Wastes Rules, 1998	(d) Issues and problems of hazardous wastes.

B. Subjective Questions

1. Write about the various types of legal and regulatory authorities concerned with handling and storage of waste.
2. Explain the functions of Solid Waste Disposal Act of 1965.
3. Write about the role played by Hazardous and Solid Waste Amendments of 1984 (HSWA) in controlling waste generation.



GLOSSARY

Abrasive: *a slightly rough substance used for cleaning or polishing surfaces by rubbing*

Agitation: *to shake up*

Alloy: *a metal or material formed by a combination of more than one metal or metal and other materials*

Ambience: *the character, feel and atmosphere of a place.*

Ancillary: *functioning in a supplementary or supporting role.*

Annealing: *is the process of controlled, slow cooling of glass during its manufacture, in order to make the glass strong.*

Archaeology: *the scientific study of history and prehistory of humans and civilisation as such.*

Artefacts: *an object made by a human being, typically one of cultural or historical interest*

Berber carpet: *a type of plain, light coloured carpet.*

Blotting: *a specific procedure in spot removal (by dissolving the stain and then absorbing it using an absorbent paper or other material).*

Brittle: *that can be broken easily*

Buff: *polishing or shining through rubbing*

Calcereous: *consisting of calcium carbonate*

Casinos: *a place for gambling, mostly available in hotels, cruise ships, and other tourist attractions. Some casinos also provide live entertainment, such as stand-up comedy etc*

Chamois leather: *a kind of leather obtained from the skin of chamois (a goat antelope)*

Checked-out: *a procedure by which a hotel guest formally vacates their room and settles the hotel bill*

Chipped: *an article having a small piece broken off its edge or sides or corner*

Chrome fixtures: *fittings made up of a hard, shiny metal that is an alloy of chromium and other metals*

Coagulate: *thickening or curdling*

Coarse burlap: *a coarse, woven fabric made from natural materials, mostly Jute*

Combing: *is an operation in which dirt and short fibers are removed*

Concierge (pronounced as kaun-si-uh-urge): *one who attends to the requests of hotel guests. Also called as caretaker, custodian, janitor.*

Cornices: *an ornamental moulding round the wall of a room just below the ceiling*

Corrosion: *decay of a metal or material through its chemical reaction with air and moisture*

Countertop: *the top surface of a counter or platform, as of a vanity cupboard*

Debris (pronounced as dee-bree): *loose natural material consisting especially of broken pieces of rock*

NOTES

De-scale: to remove calcium deposit or scale which is a layer of hard white material

Disinfectant: a chemical liquid that destroys bacteria its repetitive

Domicile: a person's fixed and permanent home.

Double bag: place two bags to make it double-layered

Draperies: is a general word referring to cloths or textiles. drapes are curtains which are of floor length

Ductile: a metal or material which can be pressed or hammered into a wire form

Eaves: the part of a roof that meets or overhangs the walls of a building

Ecosystem: it refers to a community of organisms which are inter-related biologically.

Enzymes: are proteinous in nature and act as biological catalysts

EPNS: Electro-plated Nickel Silver

Expeditionously: promptly, speedily and with efficiency.

Filth: offensive, disgusting or foul dirt or matter

Flannel: a soft, fine fabric

Grime: dirt, soot, or other filthy matter adhering to or ingrained to a surface.

Gross Domestic Product (GDP): represents the monetary value of all goods and services produced within a nation over a specific period of time.

Grout: generally a mixture of water, cement, sand and water used to fix floor tiles and/or fill gaps between them.

Homogenous tiles: tiles made up of ceramic and having a smooth finish

Impervious: not allowing liquids to pass through

Incineration: the destruction of something, especially waste material, by burning.

Intermittent: occurring at irregular intervals; not continuous or steady

Javelle water: an aqueous solution used as a bleach and disinfectant and consisting of sodium hypochlorite and some sodium chloride

Lard: fat derived from the abdomen of a pig

Leaching: draining away

Ledge: a narrow shelf that sticks out from a vertical surface

Linoleum Flooring: is made up of a mix of renewable natural materials like solidified linseed oil, ground cork dust, wood flour and jute etc.

Lint-free: not having small or very small fibres visible on the surface

Louvers (pronounced as loo-vur, with r silent): each of a set of angled slats fixed or hung at regular intervals in a door, shutter, or screen to allow air or light to pass through

Lukewarm water: water at a temperature between 98° and 105° F.

Lustrous: shiny, glossy



Malleable: a metal or material which can be pressed or hammered into a sheet form

Mildew: a white or grey colored fungus which grows on moist surfaces

Mitre: a tight-fitting triangular fold made by tucking a sheet and blanket securely under a mattress on the end and on each side at the corners

Novelties: a new, unusual article

Offset entrance maze sheets: plastic, wooden or fibre sheets arranged in a zig zag manner at the entrance to block direct view, and to eliminate need to touch the door knobs or handles to gain entry.

Olefin: also called alkene, it is a compound made up of hydrogen and carbon that contains one or more pairs of carbon atoms linked by a double bond.

Payroll: a list of company's employees along with details of their salary/wages, bonus, tax deducted at source, etc.

Porous: consisting of tiny holes through which gas and sometimes even liquids can pass

Precincts: vicinity or locality

Pristine: in its original condition; unspoilt

Rags: a piece of old cloth, usually torn out of a bigger cloth

Recliner: a type of armchair with a back that can be adjusted to slope at different angles.

Rectification: modification or change

Recuperation: recovery from illness, injury or exertion or regaining health after illness.

Recycling: the process of converting waste material into new materials and objects

Resilient: to be strong and not easily damaged by being hit, stretched, or squeezed

Retard: slow down

Sand rakes: a floor wiper like equipment with Fork shaped metallic or plastic teeth and a handle. Used to remove debris from sand.

Sanding: rubbing with sand paper or sanding discs

Scavenging of waste: physical picking up of recyclable matter from discarded waste

Scouring pads: rough scrubbers used to remove dirt from something

Scum: a layer of dirt or froth on the surface

Sheen: lustre or shine

Signage: signs collectively, especially commercial or public display signs

SIT: Special Interest Tourism

Smudge: spread untidily

SOP: Standard Operating Procedure

NOTES

Souvenirs (pronounced as su-vi-ni-uh): also called a memento; a gift given for remembrance.

Sprinkler system: a water supply system which works on water pressure method in which water is supplied with great pressure to a distribution pipe onto which fire sprinklers are connected. This is used in extinguishing fire.

Squeegee: a tool used for removing water from a surface such as a window or mirror. It consists of with a rubber blade and a short handle.

Steel wool: fine strands of steel twisted together, used as an abrasive

Stubborn stain: a stain that is difficult to remove

Tannin: a naturally occurring pale-yellow to light-brown, water soluble, bitter tasting polyphenol (organic substance) found in plants, seeds, bark, wood, leaves and fruit skin

Tarnish: loss of lustre or brightness

Terrazzo: pieces of stone bonded in cement

Transient: not permanent, changing with time

Underlay: material placed under a carpet for protection or support

Upholstery: fabric or leather covers of furniture, mostly accompanied by padding, springs and webbing

Urn: a vase with a narrow neck above a round body and a footed pedestal. It often comes with a cover.

Vandal: a person who advertently or inadvertently destroys or damages something beautiful or valuable.

Vanity unit: a unit consisting of a washbasin set into a flat top with cupboards beneath

Vantage points: position or standpoint from which the signages can be seen clearly

Varnish: resin dissolved in a liquid for applying on wood, metal, or other materials to form a hard, clear, shiny surface when dry.

Veneers: a thin decorative covering of fine wood applied to a coarser wood or other material

Vestibule: a room or space between the outside door and the main part of a building or house

Webbing: the material used to make a firm base for the cushion of seat of sofas or chairs.

Whiting: finely ground calcium carbonate prepared from chalk, marble or limestone

Wiping: clean or dry (something) by rubbing with a cloth, a piece of paper, or one's hand



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ANSWER KEY

UNIT 1: Introduction to Tourism and Hospitality Industry

Session 1: Importance of Tourism Industry and Recent Trends

A. State True or False

- | | | | |
|---------|---------|---------|---------|
| 1. True | 2. True | 3. True | 4. True |
| 5. True | 6. True | 7. True | |

Session 2: Hospitality Industry and its Departments

B. Fill in the blanks

- | | | | |
|-----------------|---|-----------|----------|
| 1. Wheel | 2. Travail | 3. Romans | 4. Appia |
| 5. England | 6. Cleaning and maintenance of guest room | | |
| 7. Front Office | | | |

Session 3: Safe and Honourable Tourism

A. Fill in the blanks

1. Safety
2. Pacific Asia Travel Association
3. Safety and Security
4. Tourism environment
5. Accident

Unit 2: Classification of Areas in Hospitality Industry

Session 1: Public Areas in Hotels

A. State True or False

- | | | | |
|---------|---------|---------|---------|
| 1. True | 2. True | 3. True | 4. True |
|---------|---------|---------|---------|

Session 2: Guest Areas in Hotels

A. State True or False

- | | | |
|---------|----------|---------|
| 1. True | 2. True | 3. True |
| 4. True | 5. False | |

Session 3: Cleaning and Maintenance of Public and Guest Areas of Hotel

A. Fill in the Blanks

1. Hotel Cleanliness
2. Guest room and Guest Corridors
3. Daily, weekly, monthly and periodic tasks
4. Supervisor or executive

Unit 3: Preparing for Manual Housekeeping – I

Session 1: Importance of Briefing, Duty Roster and Occupancy Chart

A. Match the Columns

- | | | |
|--------|--------|---------|
| (i) a | (ii) c | (iii) b |
| (iv) e | (v) d | |

Session 2: Standard Operating Procedures

A. Match the Columns

- | | | |
|--------|--------|---------|
| (i) b | (ii) a | (iii) d |
| (iv) c | | |

Session 3: Preparing the Work area for Cleaning and Readying the Public Area Attendant Trolley

A. Match the Columns

- | | | |
|--------|--------|---------|
| (i) b | (ii) a | (iii) d |
| (iv) c | (v) e | |

Unit 4: Preparing for Manual Housekeeping – II

Session 1: Cleaning and Care of Housekeeping Areas, Equipments and Surfaces

A. Match the Columns

- | | | |
|--------|--------|---------|
| (i) b | (ii) a | (iii) d |
| (iv) c | (v) e | |

Session 2: Housekeeping Cleaning Agents, Personal Hygiene and Handling Waste Material

A. Match the Columns

- | | | |
|--------|--------|---------|
| (i) b | (ii) a | (iii) d |
| (iv) c | (v) e | |

Session 3: Communication with Other Staff while Cleaning

A. Match the Columns

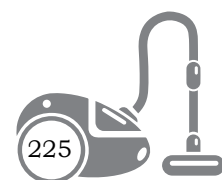
- | | | |
|--------|--------|---------|
| (i) b | (ii) a | (iii) d |
| (iv) c | (v) e | |

Unit 5: Manual Cleaning of Floors, Washrooms and Restrooms

Session 1: Importance of Handling Floor Chemicals, Equipment and Cleaning of Floors

A. Match the Columns

- | | | |
|--------|--------|---------|
| (i) a | (ii) c | (iii) b |
| (iv) e | (v) d | |



NOTES

Session 2: Major Components of a Public Area Bathroom

A. Match the Columns

- | | | |
|---------|----------|---------|
| (i) a | (ii) b | (iii) d |
| (iv) c | (v) f | (vi) e |
| (vii) h | (viii) g | |

Session 3: Cleaning a Public Area Bathroom and Replenishing its Supplies

A. Match the Columns

- | | | |
|---------|----------|---------|
| (i) b | (ii) a | (iii) d |
| (iv) c | (v) e | (vi) g |
| (vii) f | (viii) h | (ix) j |
| (x) i | | |

Unit 6: Cleaning of Furniture Surfaces and Upholstery

Session 1: Cleaning

A. Fill in the blanks

1. unwanted localised discoloration, often in fabrics or textiles
2. dust, dirt and grease
3. Protein Based
4. isopropyl alcohol
5. cover car seats
6. commercial establishments

Session 2: Cleaning Furniture and Glasses

A. Fill in the blanks

1. Movable objects, sitting, reclining and sleeping
2. Mostly porous and absorb moisture
3. Polishing and buffing
4. Hollow Glassware, Fiber glass, Obscured Glass, Safety Glass, Flat Glass
5. Nylon brush

Session 3: Office and Accessories Cleaning

A. Fill in the blanks

1. electronic device
2. software
3. Hardware
4. Personal Office, General Office



Unit 7: Maintaining a Neat and Tidy Area

Session 1: Assigning Cleaning Duties and Maintaining Public Area

A. Fill in the blanks

- | | |
|-----------------------------------|---------------|
| 1. particular | 2. A Grade |
| 3. Room Supervisor | 4. duty |
| 5. Briefing | 6. documented |
| 7. Personal Protective Equipments | 8. Equipment |

Session 2: Arrangement of Furniture in Public Areas

A. Fill in the blanks

- | | | |
|------------------------------|-------------------|---------------|
| 1. room | 2. traffic space | 3. aesthetics |
| 4. spacious | 5. exhibition | |
| 6. information to the guests | 7. vacuum cleaner | |

Session 3: Inspecting Public Areas, Follow Maintenance Work and Lost and Found Procedure

A. Fill in the blanks

- | | | |
|--------------------|------------------------|-------------------|
| 1. Inspection | 2. physical | 3. triplicate |
| 4. computerised | 5. unclaimed | 6. Lost and Found |
| 7. Triplicate copy | 8. Trade Refuse Charge | |

Unit 8: Collection and Disposal of Waste

Session 1: Importance of Removing and Segregating Waste

A. Match the Columns

- | | | |
|--------|--------|---------|
| (i) b | (ii) a | (iii) d |
| (iv) c | (v) e | |

Session 2: Documentation and Record Keeping of Waste Disposal

A. Match the Columns

- | | | |
|--------|--------|---------|
| (i) b | (ii) a | (iii) d |
| (iv) c | (v) e | |

Session 3: Legal and Regulatory Authorities Concerned with Handling and Storage of Waste

A. Match the Columns

- | | | |
|--------|--------|---------|
| (i) b | (ii) d | (iii) a |
| (iv) c | | |

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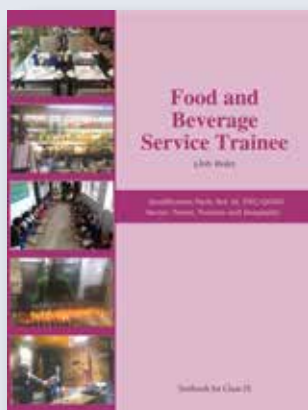
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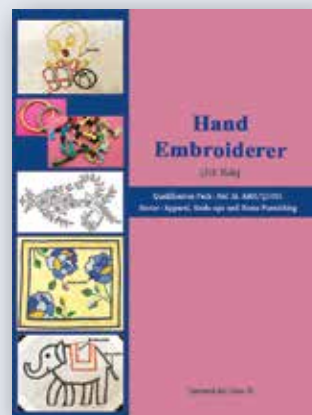
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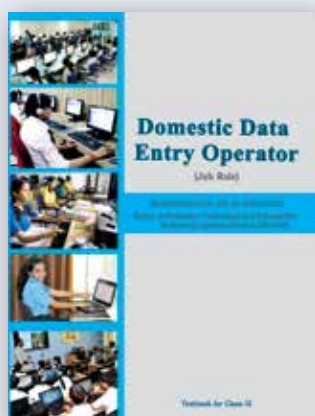
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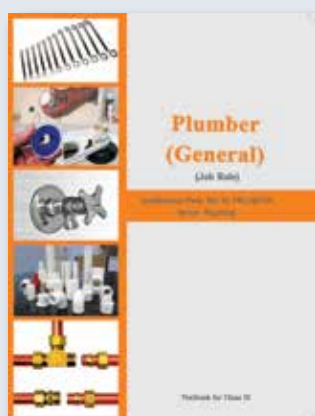
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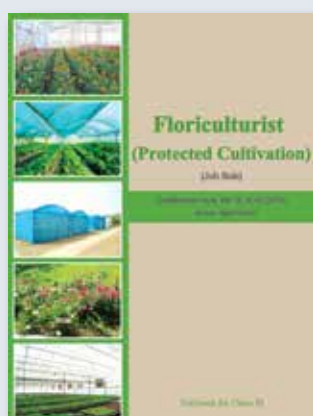
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